Manitoba Civil
Service Commission

Commission de la
fonction publique Manitoba

Annual Report 2002-2003

Rapport Annuel 2002-2003

Manitoba

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Annual Report 2002-2003

Manitoba Civil Service Commission

April 1, 2002 - March 31, 2003

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Manitoba

Rapport Annuel 2002-2003

Commission de la fonction publique Manitoba

Du 1er avril 2002 au 31 mars 2003

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Minister responsible
for The Civil Service Act

Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

His Honour
The Honourable Peter M. Liba, C.M.,O.M.
Lieutenant Governor of Manitoba
Room 235 Legislative Building
Winnipeg, Manitoba

May It Please Your Honour:

I present herewith the 85th annual report of the Manitoba Civil Service Commission for the period April 1, 2002 to March 31, 2003.

Respectfully submitted

Greg Selinger
Minister Responsible for
The Civil Service Act

Son Honneur Peter M. Liba, C.M., O.M.
Lieutenant-gouverneur du Manitoba
Palais législatif, bureau 235
Winnipeg (Manitoba)

Monsieur le Lieutenant-gouverneur,

J'ai le privilège de vous soumetttre le quatre-vingt cinquième rapport annuel de la Commission de la fonction publique du Manitoba pour la période du 1er avril 2002 au 31 mars 2003.

Veuillez accepter, Monsieur le Lieutenant-gouverneur, l'expression de mes salutations les plus respectueuses.

Greg Selinger
Ministre chargé de l'application
de la *Loi sur la fonction publique*

Manitoba

Civil Service Commission

935 – 155 Carlton Street
Winnipeg MB R3C 3H8
CANADA

FAX: (204) 945-1486

Honourable Greg Selinger
Minister Responsible for
The Civil Service Act
103 Legislative Building
Winnipeg, Manitoba
R3C 0V8

Dear Mr. Selinger:

In conformity with the provisions of *The Civil Service Act*, I am pleased to forward to you, the Minister Responsible for *The Civil Service Act*, the 85th Annual Report of the Manitoba Civil Service Commission.

This report covers the period April 1, 2002 to March 31, 2003 and includes a review of the Civil Service Commission's activities for that period.

Respectfully submitted

James W. Hartry
Chairperson

Monsieur Greg Selinger
Ministre chargé de l'application
de la *Loi sur la fonction publique*
Palais législatif, bureau 103
Winnipeg (Manitoba)
R3C 0V8

Monsieur le Ministre,

Conformément aux dispositions de la *Loi sur la fonction publique*, j'ai l'honneur de vous soumettre le quatre-vingt cinquième rapport annuel de la Commission de la fonction publique du Manitoba, que je vous prie de recevoir dans le cadre de vos fonctions à titre de ministre chargé de l'application de la dite loi.

Le rapport couvre la période allant du 1er avril 2002 au 31 mars 2003 et comprend l'examen des activités de la Commission de la fonction publique au cours de cette période.

Veuillez recevoir, Monsieur le Ministre, l'expression de ma haute considération.

James W. Hartry
Président

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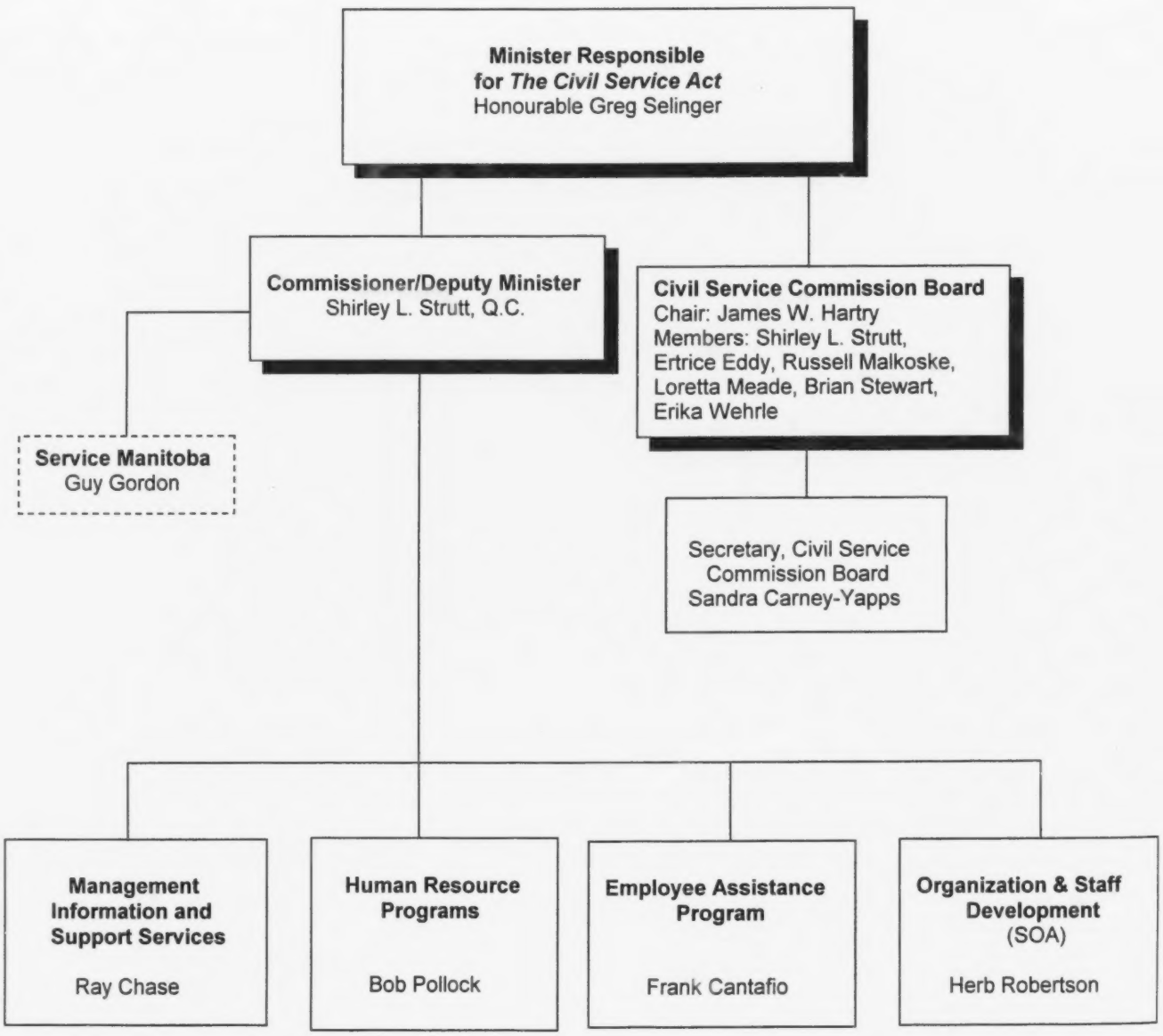
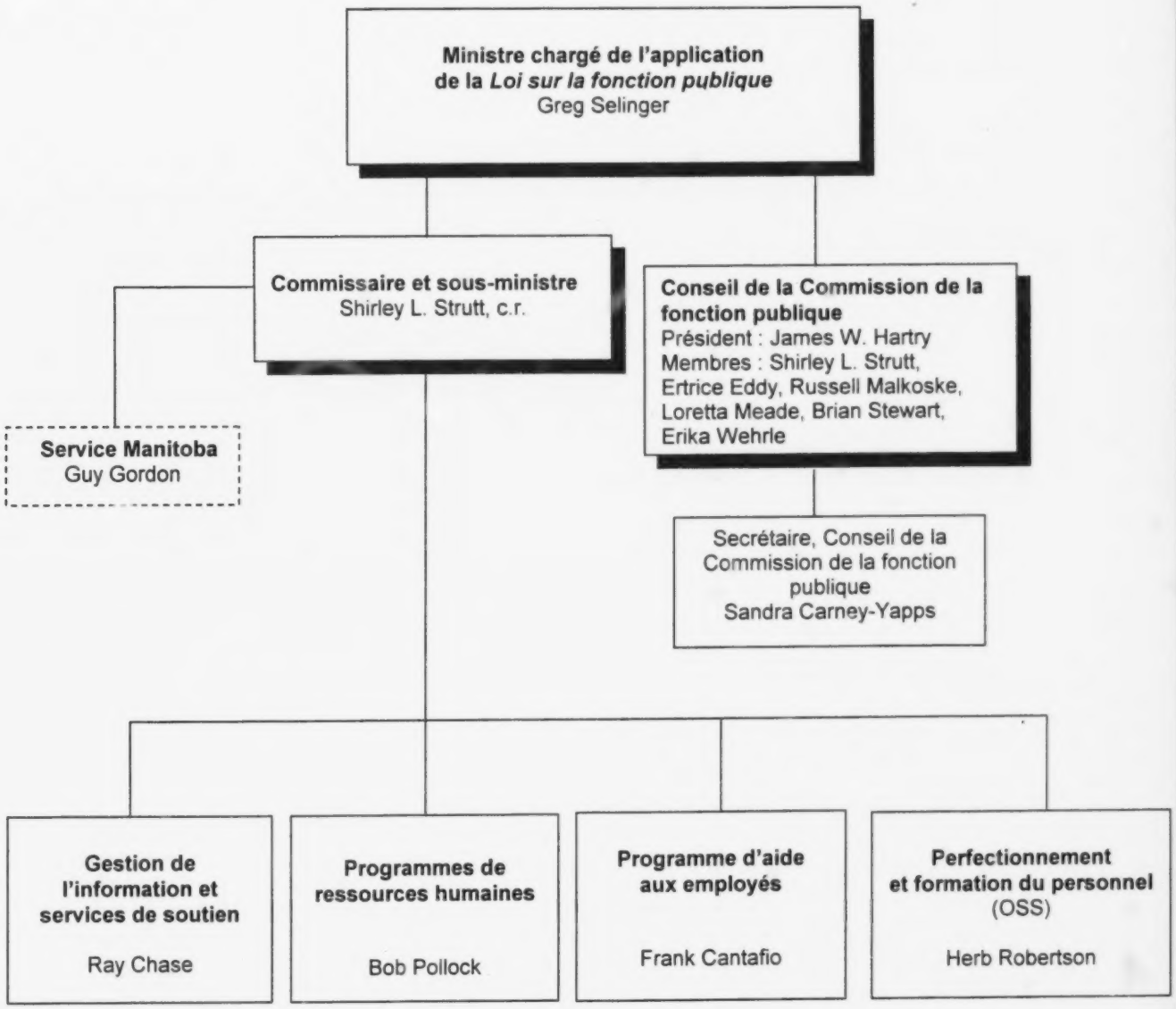
CIVIL SERVICE COMMISSION - ORGANIZATION CHART

AS AT MARCH 31, 2003



COMMISSION DE LA FONCTION PUBLIQUE - ORGANIGRAMME

AU 31 MARS 2003


Ministre chargé de l'application de la *Loi sur la fonction publique*
Greg Selinger
Commissaire et sous-ministre
Shirley L. Strutt, c.r.
Conseil de la Commission de la fonction publique
Président : James W. Hartry
Membres : Shirley L. Strutt, Ertrice Eddy, Russell Malkoske, Loretta Meade, Brian Stewart, Erika Wehrle
Service Manitoba
Guy Gordon
Secrétaire, Conseil de la Commission de la fonction publique
Sandra Carney-Yapps
Gestion de l'information et services de soutien
Ray Chase
Programmes de ressources humaines
Bob Pollock
Programme d'aide aux employés
Frank Cantafio
Perfectionnement et formation du personnel (OSS)
Herb Robertson

INTRODUCTION AND OVERVIEW

Report Structure

The Annual Report is organized in accordance with the Civil Service Commission's appropriation structure, which reflects the department's authorized votes approved by the Legislative Assembly. The Annual Report includes information at the main and sub-appropriation levels related to the department's objectives, actual results achieved, financial performance and variances, and provides a five year historical table giving the departmental expenditures and staffing.

Governing Legislation

The Civil Service Commission is the independent and impartial agency responsible for leading effective human resource management in government and representing the public interest in the administration of *The Civil Service Act* and Regulations. Treasury Board is responsible for the administration of sections of *The Civil Service Act* and Regulations relating to classification, pay plans, rates of pay and collective bargaining.

According to subsection 5(1) of *The Civil Service Act*, the Commission shall:

- apply and carry out the provisions of *The Act* and the regulations under its responsibility;
- select and appoint civil servants, and be responsible for their promotion and transfer;
- advise the Minister having the administration of *The Act* on problems concerning human resource management administration;
- of its own motion or upon request of the Lieutenant Governor in Council investigate and report on:
    - the operation of *The Act*,
    - the violation of any provision of *The Act* or the regulations,
    - any alleged impersonation, fraudulent practices, or irregularities in connection with any examination held by, or under the authority of, the Commission;

  and, on the request of a minister or the chief officer of an agency of government to which *The Act* applies, investigate and report to the minister or chief officer upon any human resource management matter relating to the department or to the agency of the government;
- appoint such employees as may be necessary to carry out *The Act*;
- perform such other duties and functions as may be assigned to the Commission by *The Act* or any other Act of the Legislature or by the Lieutenant Governor in Council.

Subsection 5(3) of *The Act* provides that the Commission may from time to time delegate its power or authority to sign any document, paper, minutes or instrument to such persons as it deems advisable.

The Civil Service Commission - Role

The Civil Service Commission works with the Treasury Board Secretariat to ensure effective development and delivery of a comprehensive human resource management service consistent with the provisions of *The Civil Service Act*, responsive to general government policy and supportive of departmental and/or broad organizational goals.

The Civil Service Act provides for the management, direction and administration of human resource management matters within the government service through the combination of a seven member Civil Service Commission Board and a department reporting through a deputy head to the Minister Responsible for *The Civil Service Act*.

INTRODUCTION ET APERÇU

Structure du rapport

Le présent rapport annuel est organisé en fonction de la structure établie par l'Assemblée législative du Manitoba pour l'affectation des crédits budgétaires à la Commission de la fonction publique. Il comprend des renseignements sur les crédits budgétaires principaux et de moindre importance relativement aux objectifs du ministère, à ses résultats réels, à ses rendements et à ses écarts financiers. Il présente en outre un tableau chronologique des effectifs et des dépenses des cinq dernières années.

Lois et règlements en vigueur

La Commission de la fonction publique est un organisme indépendant et impartial chargé de la gestion efficace des ressources humaines au sein du gouvernement et qui représente l'intérêt public dans l'administration de la *Loi sur la fonction publique* et ses règlements d'application. Le Conseil du Trésor est chargé de l'administration des articles de la *Loi sur la fonction publique* et ses règlements d'application en ce qui concerne la classification, les systèmes de rémunération, les taux de salaire et les ententes collectives.

Conformément au paragraphe 5(1) de la *Loi sur la fonction publique*, la Commission :

- applique la présente loi et les règlements;
- choisit et nomme les fonctionnaires et voit à leur promotion et à leur mutation;
- conseille le ministre responsable de l'application de la présente loi sur les questions relatives à l'administration du personnel;
- de sa propre initiative ou sur demande du lieutenant-gouverneur en conseil, fait enquête et rapport :
  - sur le fonctionnement de la présente loi,
  - sur la violation d'une disposition de la présente loi ou des règlements,
  - sur toute allégation de supposition de personne, de manœuvres frauduleuses ou d'irrégularités à l'occasion d'un examen tenu par la Commission ou sous son autorité;

  et à la demande d'un ministre ou du directeur d'un organisme gouvernemental assujetti à la présente loi, elle examine toute question relative au personnel du ministère ou de l'organisme et fait rapport au ministre ou, le cas échéant, au directeur de l'organisme;
- sous réserve des dispositions de la présente loi, nomme les employés nécessaires à l'application de celle-ci;
- exerce les autres fonctions que la présente loi, une autre loi de la Législature ou le lieutenant-gouverneur en conseil lui assigne.

Conformément au paragraphe 5(3), l'autorité que possède la Commission de signer certains documents, procès-verbaux ou instruments, peut être déléguée à d'autres personnes, si la Commission le juge à propos.

Rôle de la Commission de la fonction publique

La Commission, en collaboration avec le Secrétariat du Conseil du Trésor, assure le développement et la prestation efficaces d'un service global de gestion des ressources humaines conformément à la *Loi sur la fonction publique*, répondant des politiques générales du gouvernement et appuyant les objectifs ministériels et organisationnels de ce dernier.

La *Loi sur la fonction publique* prévoit la gestion, l'orientation et l'administration des dossiers liés aux ressources humaines au sein de l'appareil gouvernemental, par l'action conjuguée du Conseil de la Commission de la fonction publique (qui est composé de sept membres) et d'un département ministériel dirigé par un sous-ministre et faisant rapport, par l'intermédiaire de ce dernier, au ministre responsable de l'application de la Loi.

The Civil Service Commission Board consists of citizen and civil service members. A citizen member is designated chairperson of the Commission Board. A full-time commissioner, who is a civil servant, is deputy head of the department of the Civil Service Commission.

Programs and policies respecting human resource management for the civil service are developed under the provisions of *The Act* and government policy direction and are implemented under the authority of the Civil Service Commission or the Lieutenant Governor in Council.

Vision

A highly effective, professionally competent, representative and sustainable civil service workforce contributing to Manitoba's quality of life.

Mission

Corporate leadership to the management, direction and implementation of human resource strategies, policies and services that meet the needs of executive government and anticipate the demands of a constantly changing environment.

Operating Principles

As a central agency, the Civil Service Commission believes that wherever practical it should position itself to set direction rather than impose direct action and therefore has aligned its core functions according to the following principles:

- emphasis on corporate service and policy guidance;
- alignment of functions to ease access of service;
- taking initiative to anticipate future demands;
- supporting the ability of managers to manage; and
- broadening the competencies of staff.

Long Term Goals

The purpose of the Civil Service Commission is advanced through achievement of the following long term goals:

- Corporate human resource plans and policies that meet the needs of central government.
- Fair, equitable working conditions that attract and retain a competent, flexible workforce.
- Corporate services that promote effective performance management, organizational development and renewal.
- Corporate human resource information systems that support informed decision-making.

Functional Organization

The Civil Service Commission currently consists of an Executive Office, which performs managerial functions and provides services to the Civil Service Commission Board and three program areas, which deliver its specialized programs and services. The departmental organization structure appears in the organization chart. Additional information on each of the three program areas is included in the text of this report.

Le Conseil de la Commission de la fonction publique est composé de représentants de la population et de membres de la fonction publique. Un représentant de la population est nommé président du Conseil de la Commission. Un commissaire à temps plein, qui est fonctionnaire, occupe également les fonctions de sous-ministre du département ministériel de la Commission de la fonction publique.

Les programmes et politiques de gestion des ressources humaines qui composent la fonction publique sont conçus conformément aux dispositions de la *Loi sur la fonction publique* et à l'orientation générale de la politique gouvernementale; ils sont mis en oeuvre sous l'autorité de la Commission de la fonction publique ou du lieutenant-gouverneur en conseil.

Vision

Une équipe de fonctionnaires hautement efficace, stable, exerçant avec compétence des fonctions professionnelles, représentative de la population, et qui contribue à la qualité de la vie au Manitoba.

Mission

Direction générale de la gestion, de l'orientation et de la mise en oeuvre des stratégies, politiques et services relatifs aux ressources humaines, qui répond aux exigences du gouvernement et qui anticipe les exigences d'un milieu en constante évolution.

Principes directeurs

En tant qu'organisme central, la Commission de la fonction publique a comme politique de chercher, autant que possible, à établir une orientation générale plutôt que de devoir imposer des mesures directes. Par conséquent, elle a harmonisé ses fonctions de base de façon à respecter tous les principes mentionnés ci-dessous :

- priorité aux services ministériels et à l'orientation des politiques;
- harmonisation des fonctions de façon à faciliter l'accès au service;
- prise d'initiatives pour anticiper les exigences à venir;
- appui des compétences des gestionnaires;
- perfectionnement des compétences du personnel.

Objectifs à long terme

La réalisation des objectifs à long terme suivants permet l'avancement des desseins de la Commission de la fonction publique :

- en ce qui concerne les ressources humaines, des politiques et des plans généraux qui répondent aux besoins du gouvernement;
- des conditions de travail justes et équitables, qui attirent et retiennent une équipe de travail compétente et souple;
- des services généraux qui favorisent une gestion du rendement efficace, un développement et un renouveau organisationnels;
- un système d'information intégré en ressources humaines qui favorise la prise de décision éclairée.

Organisation fonctionnelle

La Commission de la fonction publique se compose actuellement d'une haute direction, laquelle assume les fonctions de gestion et procure des services au Conseil de la Commission de la fonction publique, et de trois directions opérationnelles, lesquelles offrent des programmes et des services spécialisés. La structure organisationnelle du département ministériel apparaît sur l'organigramme. On trouvera dans le présent rapport des renseignements supplémentaires sur chacune des directions opérationnelles de la Commission de la fonction publique.

As of fiscal year 1994-1995, Organization & Staff Development (OSD) has been operating as a Special Operating Agency. A separate annual report is prepared for OSD.

As of this fiscal year, responsibility for Service Manitoba was transferred to the Civil Service Commissioner for overall guidance and direction. The activities of Service Manitoba for 2002-2003 are included in this annual report.

Depuis l'exercice 1994-1995, l'Organisme chargé du perfectionnement et de la formation fonctionne comme un organisme de service spécial et fait l'objet d'un rapport annuel distinct.

À compter du présent exercice, Service Manitoba relève du Commissaire de la Commission de la fonction publique pour son orientation globale. Les activités de Service Manitoba en 2002-2003 sont incluses dans le présent rapport annuel.

2002-2003 HIGHLIGHTS

Renewal Initiatives

The Civil Service Commission continued in its leadership role on renewal initiatives to attract and retain a highly effective, professionally competent, representative and sustainable Manitoba civil service. Renewal initiatives for 2002-2003 included:

Civil Service Renewal

There is extensive discussion among various groups about the impact of what is expected to be a substantial number of retirements in all sectors in the next five to ten years. The Civil Service Commission and others in the Manitoba government have been contemplating the challenges and opportunities created by this possibility and are working on a continuing basis on the development of strategies to address the challenges and take advantage of the opportunities. Challenges include the loss of knowledge upon which effective public policy making and good service are dependent. Opportunities include a renewed emphasis on a culture that stresses the priorities of service, people and diversity.

Work is underway and will be continuing to develop changes to several key human resource practices and introduce new ideas or actions that will help departments find and keep the talent they need to provide the service that Manitobans need now and in the future.

Persons with Disabilities Career Assistance Program

The Persons with Disabilities Career Assistance Program to support the employment of persons with disabilities began in 2001-2002. The program allows specific assessment, accommodation and placement of persons with disabilities into government positions with the goal of determining and addressing workplace accommodation needs and employment opportunities. Ten people have been placed in departmental assignments since the program's inception including five people who started in 2002-2003.

Millennium Scholarship Foundation Excellence Award Laureates Summer Internship Program

The Clerk of the Executive Council and the Civil Service Commissioner sponsored a new program to provide summer internships for exceptional students who are awarded Excellence Awards through the Millennium Scholarship Foundation. The purpose of the program is to provide outstanding students an opportunity of summer employment with the government of Manitoba to encourage them to consider a career in the civil service. Four students were placed in government positions for the summer of 2002.

Aboriginal Management Development Program (AMDP)

The Aboriginal Management Development Program is a two-year program to train and develop Aboriginal civil service employees in order that they may successfully compete for professional and managerial career opportunities within the civil service. The AMDP is a partnership between the Civil Service Commission and the participating departments. Sixteen interns have successfully completed the program. Nine interns will complete the program in September 2003. A fourth intake of ten employees sponsored by the Departments of Advanced Education and Training, Conservation, Education and Youth, Family Services and Housing, Health, Justice, and Transportation and Government Services will commence in October 2003.

ÉLÉMENTS PRINCIPAUX EN 2002-2003

Initiatives de renouvellement

La Commission de la fonction publique a poursuivi son rôle directeur en matière d'initiatives de renouvellement afin d'attirer et de conserver une main-d'oeuvre au sein de la fonction publique du Manitoba qui soit très efficace, compétente, représentative et durable. Les initiatives de renouvellement en 2002-2003 comprenaient les suivantes :

Renouvellement de la fonction publique

On s'attend à ce qu'un nombre important de personnes travaillant dans les différents secteurs prennent leur retraite dans les cinq ou dix prochaines années, et divers groupes discutent beaucoup des répercussions que ces départs auront au sein de la fonction publique. La Commission de la fonction publique et d'autres intervenants du gouvernement du Manitoba sont conscients des défis et des possibilités créés par cette éventualité et travaillent de façon continue pour élaborer des stratégies qui permettront de relever les défis et de profiter des possibilités qui se présenteront. Parmi les défis, mentionnons la perte de connaissances dont dépendent l'élaboration de politiques d'intérêt public efficaces et la prestation de bons services. Quant aux possibilités, notons un plus grand accent mis sur une culture qui accorde la priorité aux services, aux gens et à la diversité.

Nous avons entrepris des travaux et continuerons d'apporter des changements à plusieurs pratiques clés dans le domaine des ressources humaines et d'introduire de nouvelles idées ou actions qui aideront les ministères à trouver et à conserver une main-d'œuvre qualifiée. Ainsi, nous serons en mesure d'offrir aux Manitobains les services dont ils ont besoin maintenant et dans l'avenir.

Programme d'aide professionnelle destiné aux personnes handicapées

Le Programme d'aide professionnelle destiné aux personnes handicapées qui vise à appuyer l'emploi de personnes handicapées a commencé en 2001-2002. Ce programme permet de procéder à une évaluation, à une adaptation et à un placement spécifiques de ces personnes dans des postes au sein du gouvernement avec l'objectif de déterminer les besoins en matière d'adaptation sur le lieu de travail et de débouchés et de les servir. Dix personnes ont été affectées à des postes ministériels depuis la création du programme, notamment cinq personnes qui ont commencé à travailler en 2002-2003.

Programme de stages d'été destiné aux lauréats de prix d'excellence de la Fondation des bourses d'études du millénaire

Le greffier du Conseil exécutif et le commissaire de la Commission de la Fonction publique ont parrainé un nouveau programme visant à offrir des stages d'été aux élèves exceptionnels à qui l'on a décerné des prix d'excellence par l'entremise de la Fondation des bourses d'études du millénaire. Le programme a pour objet de donner aux élèves exceptionnels l'occasion d'obtenir un emploi d'été au sein du gouvernement du Manitoba afin de les encourager à envisager une carrière dans la fonction publique. Quatre élèves ont été affectés à des postes au sein du gouvernement pendant l'été de 2002.

Programme de perfectionnement en gestion destiné aux Autochtones

Le Programme de formation en gestion destiné aux Autochtones est un programme d'une durée de deux ans. Il permet de former les employés autochtones de la fonction publique pour qu'ils puissent se présenter avec succès aux concours de la fonction publique donnant accès à des carrières professionnelles ou de gestion au sein du gouvernement. Le Programme est une entreprise conjointe de la Commission de la fonction publique et des ministères participants. Seize stagiaires ont terminé le programme avec succès. Neuf stagiaires termineront le programme en septembre 2003. Un quatrième contingent de dix employés a été parrainé par les ministères de l'Enseignement postsecondaire et de la Formation professionnelle, de la Conservation, de l'Éducation et de la Jeunesse, des Services à la famille et du Logement, de la Santé, de la Justice ainsi que des Transports et des Services gouvernementaux commenceront en octobre 2003.

Aboriginal Public Administration Program (APAP)

The Aboriginal Public Administration Program co-sponsored by the Civil Service Commission and the Department of Aboriginal and Northern Affairs is a two-year internship program to provide training and development opportunities to Aboriginal interns in order that they may successfully compete for professional and managerial career opportunities within the civil service. A second intake of six interns commenced the program in September 2001 and as of March 31, 2003, two interns have been placed in civil service positions and three will be successfully completing the program in September 2003. A new intake of interns is scheduled for June 2003.

Financial Management Development Program (FMDP)

The Financial Management Development Program sponsored by the Civil Service Commission and the Department of Finance is a three-year internship program to provide training and development opportunities to interns interested in financial management in order that they may successfully compete for financial management career opportunities within the civil service. A third intake of four interns commenced employment with the program in September 2002. A new intake of interns is scheduled for June 2003.

Management Internship Program (MIP)

The Management Internship Program is a three-year training program to provide training and development opportunities to interns with an interest in the public sector in order that they may successfully compete for professional and managerial career opportunities within the civil service. A seventh intake of seven interns commenced employment with the program in June 2002. A new intake of interns is scheduled for June 2003.

Internship Review

The Civil Service Commission completed the evaluation of the existing internship programs and services with a view to identifying opportunities for improvement and to assist in determining future strategic direction in relation to renewal and succession planning. Recommendations from the internship review were analyzed resulting in an implementation plan for streamlining the delivery of the programs as well as program enhancements based on the recommendations.

Flowing from the internship review, Human Resource Programs began working with Organization & Staff Development on a core curriculum for all internship programs in order to deliver a core group of training programs to all interns designed to develop leadership and other core competencies.

Corporate Development

The Civil Service Commission continued to sponsor training and advisory services. These services support good human resource practice, encourage a renewed and representative civil service, and promote the best use of employee talent. In 2002-2003, the sponsorship resulted in 116 training workshops or in-department development events and involved at least 1,083 employees. Among the workshops and services offered were behaviour description interviewing, communicating with Aboriginal people, cultural diversity, hiring and managing workers with disabilities, and staffing skills for managers and human resource professionals.

Programme d'administration publique pour les Autochtones

Le Programme d'administration publique pour les Autochtones est un programme de stages d'une durée de deux années parrainé par la Commission de la fonction publique et le ministère des Affaires autochtones et du Nord. Il permet d'améliorer les possibilités d'emploi et de formation des Autochtones au sein du gouvernement pour qu'ils puissent se présenter avec succès à des concours donnant accès à des postes professionnels et en gestion dans la fonction publique. Un deuxième contingent de six stagiaires a amorcé le programme en septembre 2001. Au 31 mars 2003, deux stagiaires avaient été affectés à des postes de la fonction publique et trois termineront avec succès le programme en septembre 2003. On attend un nouveau contingent de stagiaires pour juin 2003.

Programme de formation en gestion financière

Le Programme de formation en gestion financière est subventionné par la Commission de la fonction publique et le ministère des Finances. Le stage de trois ans offre des possibilités de formation et de développement aux stagiaires que la gestion financière intéresse afin qu'ils puissent se présenter avec succès à des concours donnant accès à différents postes en gestion financière dans la fonction publique. Un troisième contingent de quatre stagiaires a commencé à travailler en septembre 2002 grâce à ce programme. On attend un nouveau contingent de stagiaires pour juin 2003.

Programme de stages en gestion

Le Programme de stages en gestion est un programme de trois ans qui offre des possibilités de formation et de perfectionnement aux stagiaires que le secteur public intéresse. Il leur permet de se présenter avec succès aux concours de la fonction publique et d'obtenir ainsi des postes professionnels et en gestion au sein de l'appareil gouvernemental. Un septième contingent de sept stagiaires a commencé à travailler en juin 2002 grâce à ce programme. On attend un nouveau contingent de stagiaires pour juin 2003.

Examen des programmes de stages

La Commission de la fonction publique a terminé l'évaluation de ses programmes et de ses services actuels de stages afin de repérer les possibilités d'amélioration et d'aider à établir une future orientation stratégique en matière de développement et de planification de la relève. On a procédé à l'analyse des recommandations formulées à la suite de l'examen des programmes de stages. Il en est résulté un plan de mise en œuvre d'une rationalisation de la prestation des programmes et de la mise en place d'améliorations aux programmes fondées sur les recommandations.

Par suite de l'examen des programmes de stages, les Programmes des ressources humaines ont commencé, avec l'Organisme chargé de la formation et du perfectionnement, à travailler à un programme d'études de base pour tous les programmes de stages afin de donner à tous les stagiaires un ensemble de base de programmes de formation conçus pour leur permettre de développer le leadership et d'acquérir d'autres compétences de base.

Perfectionnement des cadres

La Commission de la fonction publique continue à parrainer des services de formation et de consultation. Ces services encouragent les bonnes pratiques en matière de ressources humaines, une fonction publique renouvelée et représentative, ainsi qu'une meilleure utilisation des talents des fonctionnaires. En 2002-2003, ce parrainage a permis d'organiser 116 ateliers de formation ou activités de perfectionnement internes, auxquels ont participé au moins 1 083 employés. Les thèmes des ateliers et services étaient notamment les suivants : entrevues fondées sur la description des comportements, communication avec les Autochtones, diversité culturelle, engager et gérer des travailleurs ayant des déficiences, et techniques de dotation à l'intention des gestionnaires et des spécialistes des ressources humaines.

Competency Based Human Resource Management

Competency based human resource management continues to be a major strategic focus of the Civil Service Commission. In 2002-2003, work continued on assessing the potential replacement of a Commission developed competency based computer application with the SAP Competency Based Management – Qualifications & Requirements application. A project team comprised of human resource and information technology staff from the Commission, Enterprise System Management and the Department of Transportation and Government Services completed a pilot project to assess the feasibility of the use of this SAP application across government. This SAP application contains the Master Competencies Catalogue, allows for the automated capture of employee qualifications and position or job role requirements, provides a means to match employee competencies to job requirements and provides detail and summary reports on employee and job profile information.

In addition, a web-based supporting application for collecting employee competencies was built in partnership with the Department of Transportation and Government Services to permit the capture of information for those employees who do not have direct access to SAP and to load that data into SAP. A pilot project was also completed to evaluate this option.

Employment Equity Initiatives

The Civil Service Commission continued to take an active leadership role in the area of employment equity to develop equity initiatives to best support the equity goals of government. Employment Equity initiatives for 2002-2003, in addition to internship programs, included:

Annual Employment Equity Update Conference

The Civil Service Commission hosted the Annual Employment Equity Update Conference for the government human resource community. At the June 2002 Conference, the Minister Responsible confirmed the Government's support for employment equity. The agenda included an address by the Civil Service Commissioner about the importance of working to ensure our workforce reflects the diversity of the Province. It also included a panel of equity representatives speaking on equity beyond 2003. Round table discussions took place to provide the Conference participants an opportunity to discuss ways to enhance employment equity.

Outreach Activities

The Civil Service Commission continued to engage in active outreach activities in order to promote career opportunities in the civil service with various diversity groups and employment equity organizations as well as universities and colleges. Outreach activities included: participation in the Manitoba Business Leadership Network Job Fair for persons with disabilities; meetings with organizations representing persons with disabilities to discuss employment of persons with disabilities; participation in the Blue Print for the Future career fair for Aboriginal youth; as well as ongoing outreach to Aboriginal communities across the Province on behalf of departments that serve large numbers of Aboriginal people.

Gestion des ressources humaines axée sur les compétences

La gestion des ressources humaines axée sur les compétences continue d'être une priorité stratégique importante de la Commission. En 2002-2003, on a poursuivi l'évaluation du remplacement éventuel d'une application informatisée axée sur les compétences que la Commission avait mise au point grâce à l'application Gestion axée sur les compétences – Qualifications et exigences de SAP. Une équipe de projet, composée de membres du personnel chargés de la gestion des ressources humaines et des technologies de l'information de la Commission de la fonction publique, de la Gestion des systèmes d'entreprises et de Transports et Services gouvernementaux, a terminé un projet pilote qui permet d'évaluer la faisabilité de l'utilisation de SAP au sein du gouvernement. Cette application de SAP comprend le fichier principal de catalogage des compétences, permet l'enregistrement automatisé des qualifications des fonctionnaires et des exigences du domaine d'activité ou du poste, offre un moyen d'apparier les compétences des fonctionnaires aux exigences du poste et permet de fournir des rapports détaillés et sommaires au sujet des données sur les employés et des profils d'emploi.

En outre, dans le cadre d'un partenariat avec le ministère des Transports et des Services gouvernementaux, on a créé une application sur Internet qui permet de recueillir les compétences des employés, application qui permet la saisie des renseignements concernant les employés qui n'ont pas un accès direct à SAP et de charger ces données dans SAP. On a également terminé un projet pilote visant à évaluer cette option.

Initiatives d'équité en emploi

La Commission de la fonction publique continue à jouer un rôle actif de surveillant dans le domaine de l'équité en matière d'emploi afin d'élaborer des initiatives qui visent à aider au maximum le gouvernement à réaliser ses objectifs d'équité en matière d'emploi. Les initiatives pour 2002-2003, en plus des programmes de stages, incluaient notamment les suivantes.

Annual Employment Equity Update Conference

La Commission de la fonction publique a organisé la conférence *Annual Employment Equity Update Conference* qui était destinée à la communauté des ressources humaines du gouvernement. Au cours de la conférence qui a eu lieu en juin 2002, le ministre responsable a confirmé le soutien du gouvernement en matière d'équité en emploi. L'ordre du jour de la conférence incluait une intervention de la Commission de la fonction publique sur l'importance que revêt la diversité de la province au sein de la main-d'oeuvre. Il comprenait également un groupe de représentants en équité qui ont parlé de l'équité après 2003. Des discussions en tables rondes ont eu lieu afin de donner aux participants à la conférence l'occasion de parler des façons d'améliorer l'équité en matière d'emploi.

Activités d'extension

La Commission de la fonction publique continue à s'engager activement dans des activités d'extension afin de promouvoir les perspectives de carrière au sein de la fonction publique en collaboration avec divers groupes sur la diversité et d'organismes d'équité en emploi, ainsi que des collèges et universités. Les activités d'extension incluaient notamment : la participation à la *Manitoba Business Leadership Network Job Fair* pour les personnes handicapées, la tenue de rencontres avec des organismes représentant les personnes handicapées pour discuter l'emploi de ces personnes, la participation à la journée-carrières Feu vert pour l'Avenir à l'intention des jeunes Autochtones, ainsi que des activités d'extension continues avec les collectivités autochtones de toute la province au nom des ministères qui dispensent des services à un grand nombre d'Autochtones.

Sustainable Development Initiatives

The implementation of *The Sustainable Development Act* in Manitoba required that all departments incorporate sustainable development initiatives into their routine activities. In 2002-2003, the Civil Service Commission began action on the assessment and planning of certain related activities to address Manitoba's Sustainable Development Goals which are based on the requirements under *The Act.* A framework document was completed in December 2002 to translate the goals into action plans for the coming 2003-2004 fiscal year. The document focuses on those areas that a small department, in an office setting, can address.

In addition to the framework document, the Commission took action in 2002-2003 by communicating sustainable development information to its employees in terms of general awareness messages, adopted practices of using re-cycled paper in the photocopiers and all computer printers, adopted the approach of using two sided printing of documents and other printed material as a standard where feasible to minimize the use of paper and toner, adopted the use of re-cycled toner cartridges for its computer printers, and investigated the disposal of recyclable items such as cans, newspapers and plastics.

Technology Initiatives

The Civil Service Commission continued to enhance its technology capabilities in order to support the Commission's program areas and to provide government-wide human resource management systems, processes and procedures to support government human resource management priorities. Technology initiatives for 2002-2003 included:

Corporate and Department Human Resource Reporting

Ensuring that accurate and comprehensive human resource reports are available to individual departments and corporately continues to be an important focus of the Civil Service Commission. During the year, Management Information and Support Services (MISS) continued to work with Human Resource Programs and Labour Relations Division, Treasury Board Secretariat, in defining and implementing processes, tools and services to assist in the extraction of information from SAP. In addition, MISS continued to develop specialized and technical SAP reporting expertise for the more complex data requests. MISS also continued to work with program areas toward a clear understanding of how to assess and analyze data extracted from SAP, in the creation of data standards and in audit/error correction activities.

Internet/Intranet Enhancements

Work continued in 2002-2003 to revise and improve the Civil Service Commission's Internet/Intranet web sites. The project has identified certain web-based applications as well as strategies to improve and expand the Commission's existing web sites. A new Internet web site is nearing completion.

National Human Resource Information Systems Council

In 2002-2003, Manitoba attended the second annual conference in Alberta of the National Human Resource Information Systems Council (NHRISC) which is made up of the Information Technology Directors responsible for corporate human resource information systems in each of the provincial jurisdictions and territories. In May 2001, Manitoba hosted the first conference of this Council in Winnipeg with representatives of most Canadian Provinces and Territories attending as well as representatives of the Federal Government. The Council is an excellent forum for information sharing across Canada.

Initiatives en matière de développement durable

La mise en œuvre de la *Loi sur le développement durable au Manitoba* a exigé de tous les ministères qu'ils incorporent des initiatives en matière de développement durable dans leurs activités régulières. En 2002-2003, la Commission de la Fonction publique a entrepris l'évaluation et la planification de certaines activités connexes dans le but de répondre aux objectifs de développement durable du Manitoba qui se fondent sur les exigences de la Loi. En décembre 2002, on a terminé la rédaction d'un document cadre qui visait à traduire les objectifs en plans d'action pour le prochain exercice, soit 2003-2004. Le document porte principalement sur les domaines qu'un petit ministère, dans des bureaux, peut examiner.

Outre le document cadre, la Commission a posé des gestes en 2002-2003, c'est-à-dire qu'elle a communiqué à ses employés des renseignements en matière de développement durable, notamment des messages de sensibilisation généraux, adopté des pratiques visant à utiliser du papier recyclé dans les copieurs et toutes les imprimantes reliées à un ordinateur, adopté comme norme l'impression des deux côtés pour les documents et autres textes imprimés dans toute la mesure du possible afin de minimiser l'utilisation du papier et de la poudre imprimante, adopté l'utilisation de cartouches de poudre d'imprimante recyclées dans le cas de ses imprimantes reliées à des ordinateurs, et examiné l'élimination des articles recyclables tels les canettes, les journaux et les objets en plastique.

Initiatives en matière de technologie

La Commission de la fonction publique continue d'améliorer ses capacités en matière de technologie afin d'appuyer ses domaines de programmes et de fournir des systèmes, des procédés et des marches à suivre de gestion des ressources humaines à l'échelle gouvernementale visant à soutenir les priorités du gouvernement en matière de ressources humaines. Les initiatives pour 2002-2003 incluent notamment les suivantes :

Transmission globale et ministérielle des données sur les ressources humaines

La Commission de la fonction publique continue de veiller à une transmission globale et ministérielle de rapports exacts et complets sur les ressources humaines. Au cours de l'exercice, en collaboration avec la Direction des programmes de ressources humaines et la Division des relations du travail du Secrétariat du Conseil du Trésor, la Direction de l'information de gestion et des services de soutien (IGSS) a continué à définir et à mettre en oeuvre des procédés, des outils et des services pour aider les ministères à extraire les données de SAP. En outre, IGSS a continué de parfaire ses compétences en matière de rapports spécialisés et techniques SAP concernant les demandes de données plus complexes. IGSS a également continué à travailler avec les domaines de programmes afin d'obtenir une vision claire de la façon d'évaluer et d'analyser les données extraites de SAP, pour l'élaboration de normes de données et d'activités de vérification et de correction des erreurs.

Améliorations des sites sur Internet et Intranet

Le travail s'est poursuivi en 2002-2003 pour réviser et améliorer les sites Web de la Commission sur Internet et Intranet. Le projet a permis de déterminer et de créer des stratégies et des applications Web afin d'améliorer et d'élargir les sites Web existants de la Commission. On a presque terminé la création d'un nouveau site Web sur Internet.

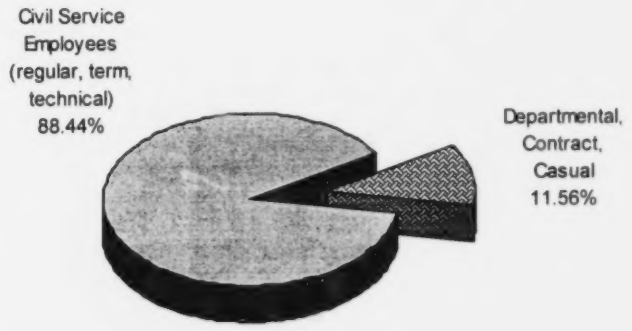
Conseil national des systèmes d'information en ressources humaines

En 2002-2003, le Manitoba a assisté en Alberta à la deuxième conférence du *National Human Resource Information Systems Council* (NHRISC), qui se compose des directeurs de la technologie de l'information chargés des systèmes d'information généraux dans le domaine des ressources humaines dans toutes les provinces et tous les territoires du Canada. En mai 2001, le Manitoba a organisé la première conférence de ce conseil à Winnipeg, à laquelle ont participé des représentants de la plupart des provinces et territoires canadiens, ainsi que des représentants du gouvernement fédéral. Le conseil est un excellent forum permettant le partage des données dans tout le Canada.

STATISTICS – As of March 31, 2003

Civil Service Employee Statistics

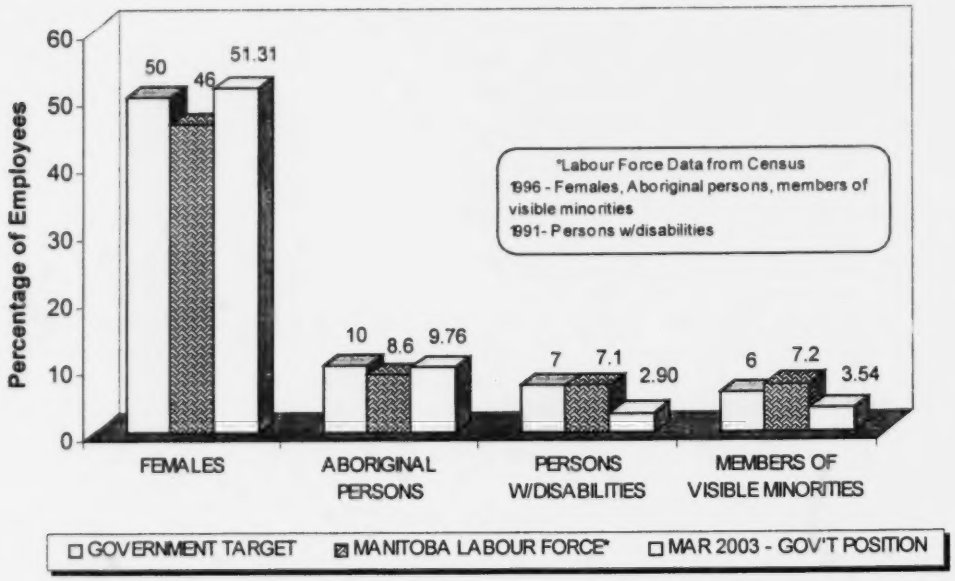
As of March 31, 2003, the total number of civil service employees was 13,588. This includes 12,017 civil service employees (regular, term and technical employees) and 1,571 departmental, contract and casual employees.



Note: Does not include employees on inactive status.

Employment Equity Statistics

As of March 31, 2003, the representation of employment equity groups in the civil service was: women 51.31%; Aboriginal persons 9.76%; persons with disabilities 2.90%, and members of visible minorities 3.54%.

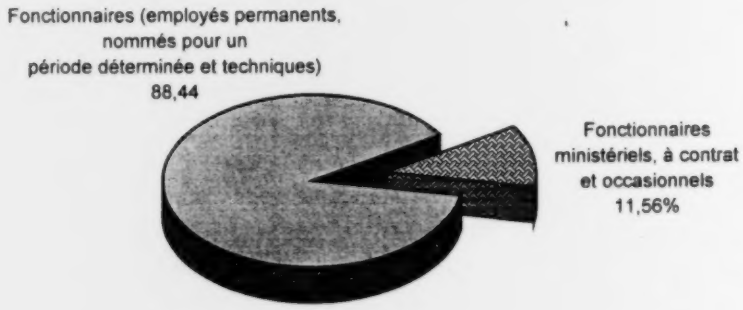


Note: These totals include both active and inactive; regular, term, technical and departmental employees in the calculations. The statistics for Aboriginal persons, Persons with Disabilities and members of Visible Minorities are based on employee self-declarations.

STATISTIQUES – au 31 mars 2003

Statistiques sur les fonctionnaires

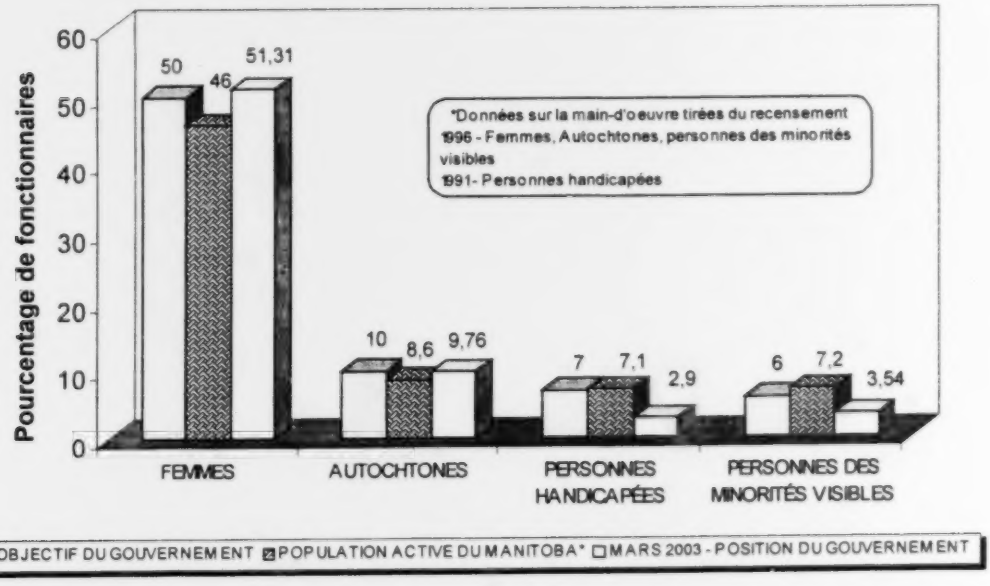
À compter du 31 mars 2003, la fonction publique comptait 13 588 fonctionnaires au total, dont 12 017 employés (permanents, nommés pour une période déterminée et techniques) et 1 571 fonctionnaires ministériels, contractuels et occasionnels.


Fonctionnaires (employés permanents, nommés pour un période déterminée et techniques)
88,44
Fonctionnaires ministériels, à contrat et occasionnels
11,56%

Remarque : Ces chiffres n'incluent pas les employés inactifs.

Statistiques en matière d'équité en emploi

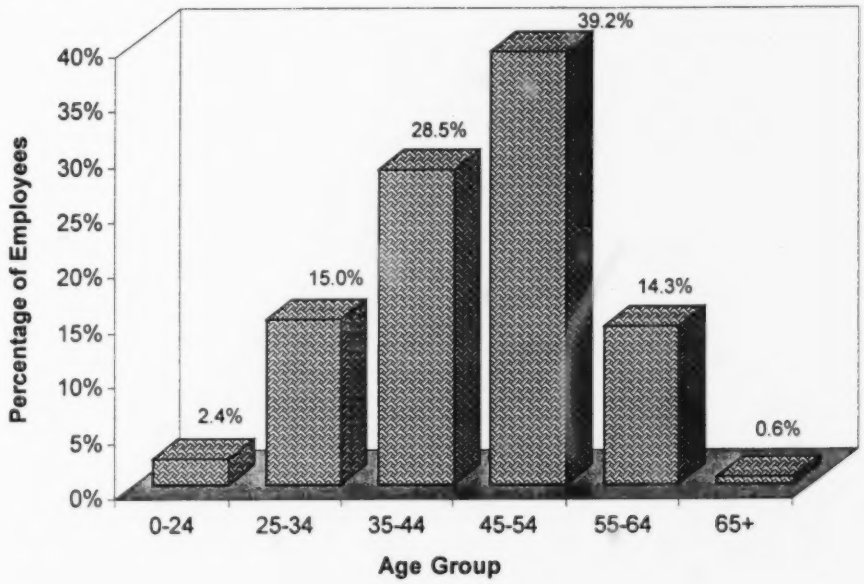
Au 31 mars 2003, la répartition dans la fonction publique des groupes désignés en matière d'équité en emploi était la suivante : 51,31 % de femmes, 9,76 % d'Autochtones, 2,90 % de personnes handicapées et 3,54 % de personnes des minorités visibles.



Remarque : Les calculs qui aboutissent à ces totaux incluent les employés actifs et inactifs : employés permanents, nommés pour une période déterminée et techniques, ainsi que les fonctionnaires ministériels. Les statistiques pour les Autochtones, les personnes handicapées et les personnes des minorités visibles correspondent aux autodéclarations des employés.

Percentage of Employees by Age Group

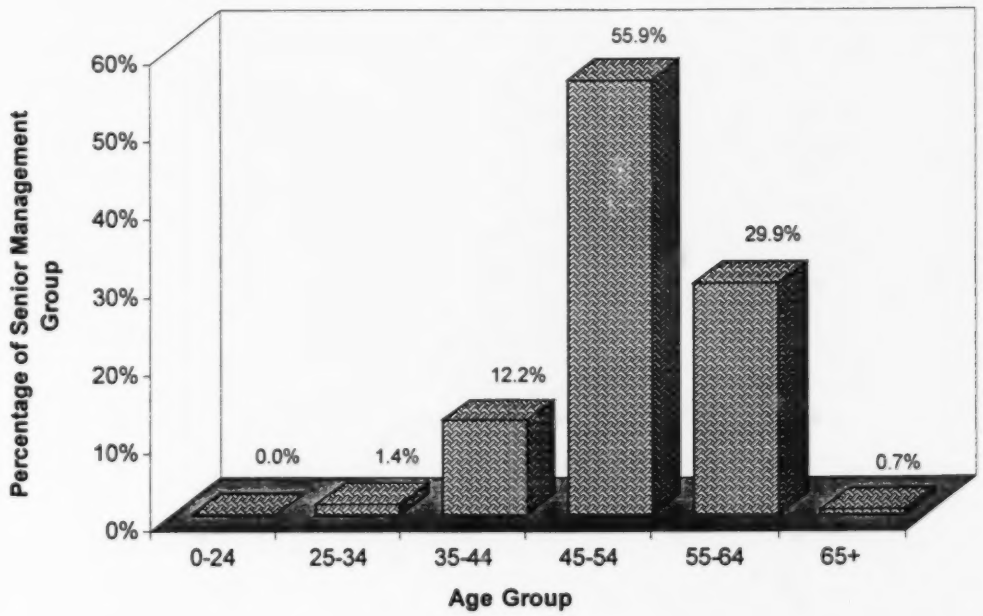
The percentage of civil service employees by age group as of March 31, 2003.



Note: These totals include only regular, term and technical employees. They do not include employees on inactive status.

Average Age of the Senior Management Group

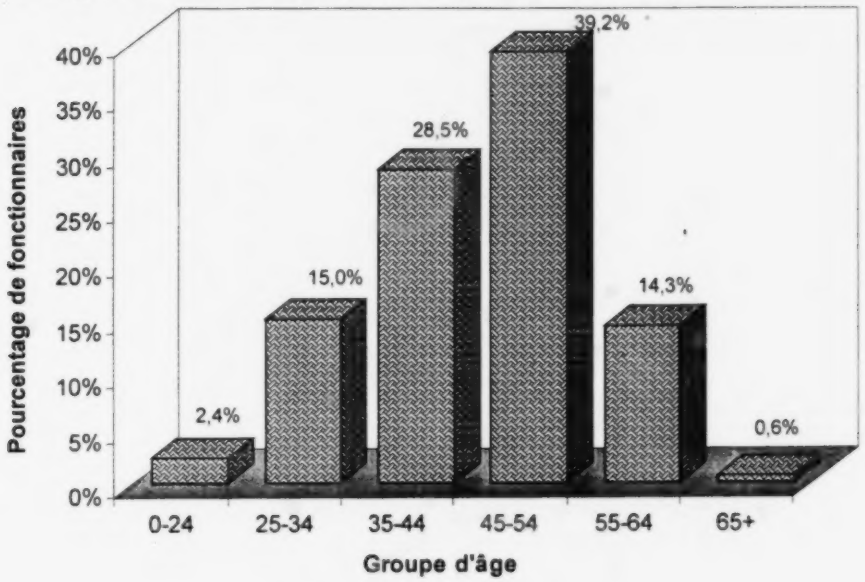
The average age of the Senior Management Group as of March 31, 2003.



Note: These totals include only regular, term and technical employees. They do not include employees on inactive status. The Senior Management Group includes Deputy Ministers, Executive Officers, Senior Officers and Senior Managers.

Pourcentage de fonctionnaires par groupe d'âge

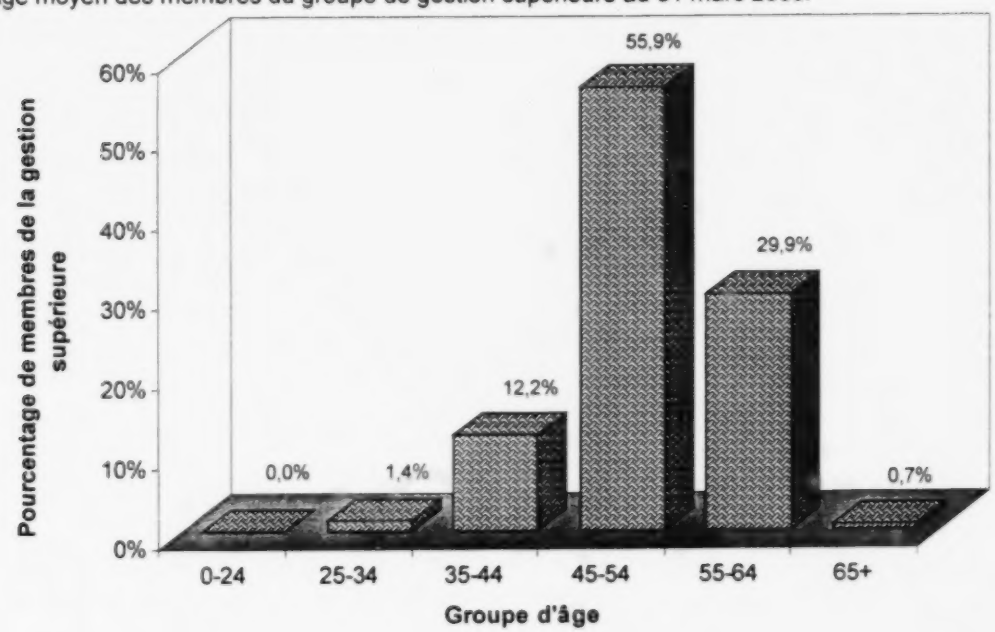
Pourcentage de fonctionnaires par groupe d'âge au 31 mars 2003.



Remarque : Ces totaux incluent seulement les employés permanents, les employés nommés pour une période déterminée et les employés techniques.

Moyenne d'âge des membres du groupe de gestion supérieure

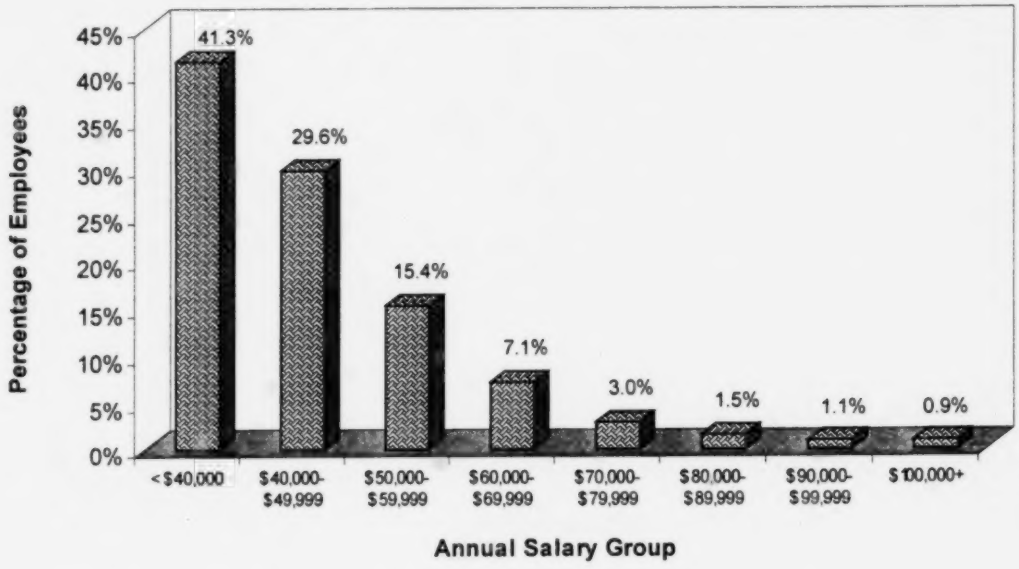
Âge moyen des membres du groupe de gestion supérieure au 31 mars 2003.



Remarque : Ces totaux incluent seulement les employés permanents, les employés nommés pour une période déterminée et les employés techniques. Ils ne comprennent pas les employés inactifs. Font partie du groupe de gestion supérieure les sous-ministres, les cadres exécutifs, les hauts fonctionnaires et les cadres supérieurs.

Percentage of Employees by Annual Salary Distribution

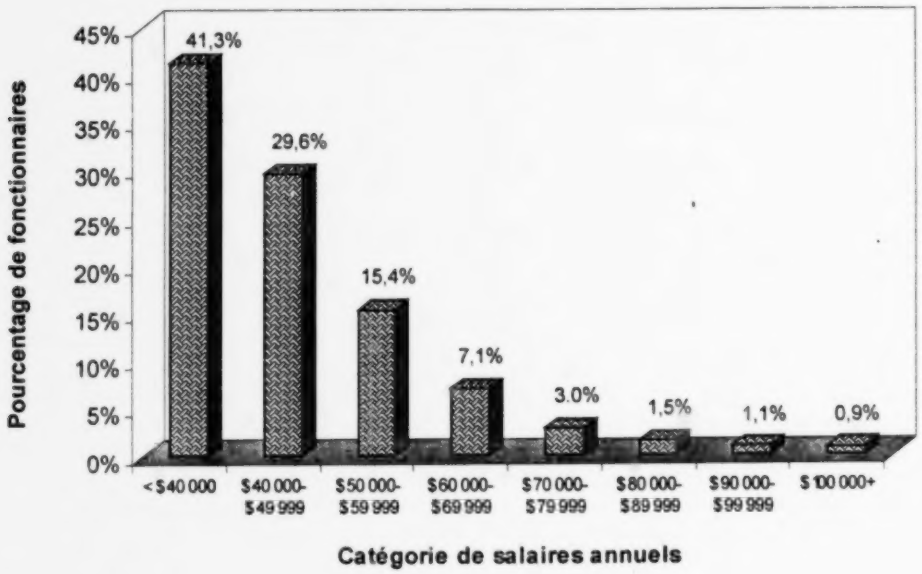
The percentage of civil service employees by salary distribution groups as of March 31, 2003.



Note: These totals include only regular, term and technical employees. They do not include employees on inactive status.

Pourcentage de fonctionnaires par répartition salariale annuelle

Pourcentage de fonctionnaires par groupes de répartition salariale au 31 mars 2003.



Remarque : Ces totaux incluent seulement les employés permanents, nommés pour une période déterminée et techniques. Ils ne comprennent pas d'employés inactifs.

CIVIL SERVICE COMMISSION BOARD

The Civil Service Commission Board is constituted under subsection 4(1) of *The Civil Service Act* and consists of not less than three nor more than seven members appointed by the Lieutenant Governor in Council. One member is designated chairperson. Three members may constitute a quorum for any business of the Commission Board.

The Civil Service Commission Board

James W. Hartry, Chairperson
Shirley L. Strutt, Civil Service Commissioner
Ertrice Eddy, Citizen Member
Russell Malkoske, Citizen Member
Loretta Meade, Citizen Member
Brian Stewart, Citizen Member
Erika Wehrle, Citizen Member

A Secretary, who is not a member of the Civil Service Commission Board, provides functional guidance and staff support for all the Commission Board activities. The Secretary manages the Commission's quasi-judicial appeal functions, including procedural and legal consultation, registration and administration of all appeal matters and decisions on appeal.

Administration of *The Civil Service Act*

The Civil Service Commission Board applies and carries out those provisions of *The Civil Service Act* for which it is responsible. They include:

- delegating to staff of the Commission and departments, authority to administer provisions of *The Civil Service Act;*
- advising the Minister Responsible on the status of human resource management administration in government;
- ensuring, through the deputy head, that civil service policies and programs for which it is responsible are administered in accordance with the provisions of *The Civil Service Act*; and
- hearing appeals under *The Act*, regulations and collective agreements as a quasi-judicial appeal tribunal.

The Civil Service Commission Board carries out its functions and responsibilities through the staff organization outlined in this Annual Report. In addition, the Commission Board receives regular presentations from Commission staff on new and ongoing programs and policy initiatives.

The Civil Service Commission Board may make recommendations to the Minister Responsible on human resource management administration in government and for each fiscal year submits to the Minister a report on the activities of the Civil Service Commission and the administration of *The Act*.

Merit and Redress Under *The Civil Service Act*

The Civil Service Act provides authority for selection and appointment of employees based on the merit principle. The exercise of authority under *The Act* is subject to checks and balances including assessments, audits, independent investigations, grievance and arbitration procedures and appeals to the Civil Service Commission Board. The exercise of delegated staffing authority by departments is subject to periodic review. Appointments are subject to both administrative reviews by Commission staff and to appeal under the Regulations or applicable collective agreements.

Other matters may be appealed to the Civil Service Commission Board under the Regulations and collective agreements or pursued through grievance/arbitration procedures under either the Regulations or applicable collective agreements.

The Civil Service Commission Board has all the powers of commissioners appointed pursuant to Part V of *The Manitoba Evidence Act* including the power to administer oaths and declarations, to subpoena witnesses and to compel the production of books, papers and records.

The appeal function includes:

- classification appeals from both excluded employees and bargaining unit employees,
- selection appeals from both excluded employees and bargaining unit employees,
- disciplinary appeals from excluded employees,
- appeals on alleged violations of *The Civil Service Act*,
- conflict of interest appeals from government employees,
- appeals on management-originated requests for reclassification of positions,
- appeals on delegated administrative review decisions to overturn staffing competitions,
- appeals from employees impacted by workforce adjustment who were re-employed to other positions on a trial basis but were rejected on trial.

CIVIL SERVICE COMMISSION BOARD ACTIVITIES 2002-2003

During 2002-2003, the Civil Service Commission Board met on a regular basis to review matters of concern to the Commission Board arising during the year and to consider presentations from staff on programs administered by the department.

Administrative Meetings	2000-2001	2001-2002	2002-2003
Submissions:	10 *	9	10
Staffing Audit Plans	**	**	2
Staffing and Employment Equity Assessments	3	3	-
Classification Audits	*	*	*
Delegation of Classification	*	*	*
Revisions to Staffing Delegation	1	6	8
Revisions to Classification Delegation	*	*	*
Personnel Policy Approval	1	-	-
Classification Standards	2*	*	*
Variation to Hours of Work	*	*	*
Additional Remuneration	2*	*	*
Other	-	-	-

Notes:

* Matters relating to classification transferred to Treasury Board as of August 17, 2000

** As of 2002-2003, staffing audit plans are submitted to the Commission Board for discussion prior to commencement of a departmental staffing and employment equity assessment audit.

The Civil Service Commission Board maintains an overview of Commission and departmental human resource activities through regular reports and monitoring related to the delegation of recruitment and selection authority, implementation of employment equity and human resource practices and policies.

During 2002-2003, the Civil Service Commission Board and Human Resource Programs evaluated the assessment review process used to monitor departmental staffing and employment equity activities. The review resulted in the introduction of a staffing audit plan for discussion with the Commission Board prior to conducting the departmental audit, revisions to the staffing delegation agreement, and continuance of the review of departmental employment equity activities as part of the staffing assessment process.

Staff presentations to the Civil Service Commission Board included the following:

- overviews on two areas of the Commission, the Employee Assistance Program (EAP) and Management Information and Support Services (MISS);
- an overview of the Compensation Services Branch, Labour Relations Division, Treasury Board Secretariat with a focus on the classification program; and
- an update on the Persons with Disabilities Career Assistance Program.

Appeals	2000-2001	2001-2002	2002-2003
Number of appeals initiated in 2002-2003	11	22	31
Number appeals pending from previous year	11	9	21
Number of appeals withdrawn	11	8	20
Number of appeals heard	2	2	11
Number of appeals granted	1	-	3
Number of appeals granted other than requested	1	-	-
Number of appeals denied	-	2	8
Appeals pending to next fiscal year	9	21	21

The number of appeals initiated during 2002-2003 increased due to the continued increase in the number of classification appeals being filed.

The Civil Service Commission Board continues to review all appeal decisions, once issued to ensure consistency and common understanding of the issues determined. The Commission Board maintains an index and summary of decisions for reference by individual appeal boards and parties to an appeal. Appeal issues determined during 2002-2003 included classification, discipline and selection. A number of appeals submitted were resolved without requiring a hearing following discussions between the parties and their representatives. The Commission Board continues to encourage the practice of pre-hearing discussions between the parties in hopes of early resolution of matters in dispute.

During 2002-2003, the Civil Service Commission Board changed the format of Board documents and appeal decisions in order to protect the privacy of parties in compliance with Freedom of Information and Protection of Privacy legislation.

The activities of the Civil Service Commission including related statistics are outlined in the appropriate sections of this Annual Report.

Current Delegation of Recruitment and Selection Authority to Departments

Department/Other Public Entity	Initial Delegation	Extension of Delegation
Aboriginal and Northern Affairs	April 1, 1980	ongoing
Advanced Education and Training	May 1, 1980	ongoing (1)
Agriculture and Food	March 1, 1980	ongoing
Conservation	April 1, 1986	ongoing
Culture, Heritage and Tourism	January 1, 1989	ongoing
Education and Youth	May 1, 1980	ongoing
Family Services and Housing	August 1, 1989	ongoing (2)
Finance	November 1, 1982	ongoing
Health	May 1, 1980	ongoing
Industry, Trade and Mines	August 1, 1989	ongoing
Intergovernmental Affairs	March 1, 1980	ongoing
Justice	May 1, 1983	ongoing
Labour and Immigration	April 1, 1980	ongoing
Transportation and Government Services	October 1, 1981	ongoing (3)
Office of the Auditor General	June 19, 1997	ongoing
Office of the Children's Advocate	March 14, 2002	April 30, 2003 (4)
Office of the Ombudsman	March 14, 2002	April 30, 2003 (4)
Elections Manitoba	March 14, 2002	April 30, 2003 (4)

(1) Delegation originally with the Department of Education, Training and Youth
(2) Department of Housing originally delegated in April 1986
(3) Department of Transportation originally delegated in January 1985
(4) Delegation for civil service positions within the organization

APPEALS BY TYPE

Appeals	Initiated 2002-2003	Pending from 2000-2001 & 2001-2002	Withdrawn	Granted	Granted Other	Denied	Pending to 2003-2004
Classification	20	12	11	2		4	15
Selection	6	4	7				3
Classification Dispute	2	4	1	1		2	2
Conflict of Interest							
Benefits Administration							
Over-Range	1		1				
Dismissal							
Administrative Review		1				1	
Jurisdiction							
Violation Civil Service Act	1						1
Trial Rejection							
Suspension							
Disciplinary Action	1					1	
Implementation of CSC Decision							
Total	**31**	**21**	**20**	**3**		**8**	**21**

EXECUTIVE OFFICE

The Executive Office provides for the management and direction of the Department of the Civil Service Commission and manages the activities of the Civil Service Commission Board.

Objectives

To provide executive policy direction for, and coordination of, Civil Service Commission programs and to advise the government, through the Minister Responsible, on human resource management issues in government; to provide advisory, consulting and administrative services to the Civil Service Commission Board.

To initiate the development and formulation of government human resource policy and programs.

To monitor and support the implementation of the Government's employment equity program.

To maintain comprehensive Regulations, in cooperation with the Labour Relations Division of the Treasury Board Secretariat, regarding conditions of employment and prepare an Annual Report to the Legislature.

Results

Through the program areas of the Civil Service Commission, provision of a comprehensive human resource management function consistent with *The Civil Service Act* and government policy and supportive of departmental and organization goals.

Provision of advice and direct assistance to central government and departments in the recruitment, selection and appointment of senior executive staff.

Ongoing monitoring, evaluation and support of the implementation of employment equity across the government service and formulation of issues and recommendations for review with the Minister Responsible.

Management and direction of the executive functions of the department and development of strategic initiatives and program development.

Management and administration of all activities of the Civil Service Commission Board including policy and administrative submissions, delegated authorities and appeals.

Provision of policy, jurisdictional and legal consultation and advice to Commission Executive Committee and Management.

Management and promotion of renewal initiatives.

1A EXECUTIVE OFFICE

Expenditures by sub-appropriation	Actual 2002-2003 $(000's)	FTEs	Estimate 2002-2003 $(000's)	Variance Over(Under)	Expl. No.
Total Salaries	193.2	2.00	184.7	8.5	1
Total Other Expenditures	72.3		57.0	15.3	1

Explanation:

1 *Increase in the number of CSC Board Appeal Hearings during the 2002-2003 fiscal year. Associated costs were offset by transfers from other areas within the Commission.*

ADMINISTRATIVE SERVICES
Management Information and Support Services (MISS)

Overview

Management Information and Support Services is responsible for three functional areas:

Information Technology

- Strategic systems planning to ensure proper alignment of Information Technology products and services with emerging Civil Service Commission business plans and related needs
- Tactical systems planning to ensure the consistent availability and accuracy of information and technology resources and solutions
- Design, development, implementation, operations and maintenance of technology solutions to support the Civil Service Commission's program areas
- Leadership to the Civil Service Commission in areas of information and resource management
- Provision of corporate statistical, detail and summary information and reports as required
- Development, management and security of human resource management information within the civil service
- Creation of supporting policies, procedures and systems to protect the information
- Coordination and management of desktop support by the service provider EDS (billings, requests for service, statements of work and peripheral resource management)
- Coordination of information technology training for the Civil Service Commission including desktop software and SAP functional operations - SAP is the government's enterprise software used for human resources, financial, procurement and materials management functions.

Finance

- Preparation of the annual departmental estimates and supporting financial processes
- Development and reporting of financial management information
- Budget management and analysis
- Daily accounting functions
- Coordination of the government purchasing card program and the AMEX business travel programs
- Audit of expenditures in relation to government policies

Administration

- Development of government policies and procedures for personnel records management
- Provision of responses to information requests made under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*
- Accountability for the Civil Service Commission's overall Records Management responsibilities
- Administration of the office accommodation and lease arrangements, government vehicles, telecommunications, office equipment and supplies and the Civil Service Commission's vehicle parking program
- Support to course and registration activities for OSD
- Logistic management for OSD

These services are provided to varying degrees for the Civil Service Commission, the Special Operating Agency of Organization & Staff Development (OSD), provincial departments, Treasury Board, Cabinet and various external agencies.

Objectives

To implement technology solutions in support of corporate services that promote effective performance management, organizational development, workforce sustainability and renewal.

To implement Information Technology solutions that improve the Commission's ability to access human resource information and processes to ensure strategies and policies that best meet the needs of central government.

To provide detail, statistical and summary data and reports to all internal and external clients for analysis, audit, strategic planning and decision-making purposes as required through expert knowledge of available history and application data, including SAP data, and data extraction techniques.

To develop, communicate, evaluate and manage government-wide human resource management systems policies, processes and procedures to ensure integrity and confidentiality of data, efficiency and effectiveness of operation and compliance with government policies and resource allocation decisions.

To develop and maintain the information resources, systems, processing facilities and techniques for the Civil Service Commission to improve staff productivity and program effectiveness.

To facilitate the annual estimates process and financial reporting for the Civil Service Commission.

To develop and communicate policies and procedures respecting personnel records management, and coordinate and provide responses to applications made under Freedom of Information and Protection of Privacy legislation.

Results

Corporate and Department Human Resource Reporting

Ensuring that accurate and comprehensive human resource reports are available to individual departments and corporately continues to be an important focus of the Civil Service Commission. During the year, MISS continued to work with Human Resource Programs and Labour Relations Division, Treasury Board Secretariat, in defining and implementing processes, tools and services to assist in the extraction of information from SAP. In addition, MISS continued to develop specialized and technical SAP reporting expertise for the more complex data requests. MISS also continued to work with program areas toward a clear understanding of how to assess and analyze data extracted from SAP, in the creation of data standards and in audit/error correction activities.

Competency Based Human Resource Management

Competency based human resource management continues to be a major strategic focus of the Civil Service Commission.

In 2002-2003, work continued on assessing the potential replacement of a Commission developed competency based computer application with the SAP Competency Based Management - Qualifications & Requirements application. A project team comprised of human resource and information technology staff from the Civil Service Commission, Enterprise System Management and the Department of Transportation and Government Services completed a pilot project to assess the feasibility of the use of this SAP application across government. This SAP application contains the master "competencies" catalogue, allows for the automated capture of employee qualifications and position or job role requirements, provides a means to match employee competencies to job requirements and provides detail and summary reports on employee and job profile information.

In addition, a web-based supporting application for collecting employee competencies based information was built in partnership with the Department of Transportation and Government Services to permit the capture of information for those employees who do not have direct access to SAP and to load that data into SAP. A pilot project was also completed to evaluate this option.

Internet/Intranet Enhancements

Work continued in 2002-2003 to revise and improve the Civil Service Commission's Internet/Intranet web sites. The project has identified certain web-based applications as well as strategies to improve and expand the Commission's existing web sites. A new Internet web site is nearing completion.

National Human Resource Information Systems Council and Information Technology Council

MISS continued to actively participate in the National Human Resource Information Systems Council (NHRISC) which has a membership comprised of representatives of most Canadian Provinces and Territories as well as representatives of the Federal Government. This Council is made up of Information Technology Directors responsible for corporate human resource information systems in each of the provincial jurisdictions and territories. The Council held its second annual meeting in Alberta in May 2002. The objectives of the group are to allow these individuals to exchange information and ideas, learn from one another and potentially collaborate on certain issues or projects.

In addition, MISS continued to actively participate as a member of the Provincial Information Technology Council (ITC). The Council is comprised of the Information Technology Directors from each government department and maintains close working relationships with the Office of Information Technology (OIT).

Technical Support and Security

During the 2002-2003 fiscal year, MISS provided technical and operational support to multiple systems in a multi-platform Information Technology environment. This included support to personal computer based applications, corporate client server applications, local and wide area network issues, database administration and system security.

MISS staff addressed certain disaster recovery and system security matters during the year to ensure system integrity and confidentiality of data.

Finance and Administration

MISS provided comprehensive financial management and reporting support to the Civil Service Commission. This included the development of the Commission's annual fiscal year estimates/budget exercise, the Supplementary Information for Legislative Review book, ongoing quarterly financial forecasts of both expenditures and revenues and also monthly internal reporting of financial status.

MISS also continued to support all matters related to the general administration of the Civil Service Commission. In addition, MISS maintained ongoing membership and liaison with the Council of Executive Financial Officers and the Senior Financial Managers Council on areas related to overall government fiscal matters.

Records Management and Access to Information

MISS continued to provide support to the Civil Service Commission's Records Management program. In addition, MISS continued to coordinate enquiries and departmental responsibilities under The Freedom of Information and Protection of Privacy legislation during the fiscal year.

1B ADMINISTRATIVE SERVICES

Expenditures by sub-appropriation	Actual 2002-2003 $(000's)	FTEs	Estimate 2002-2003 $(000's)	Variance Over(Under)	Expl. No.
Total Salaries	385.8	8.00	500.8	(115.0)	1
Total Other Expenditures	242.3		259.9	(17.6)	

Explanation:

1 *Under expenditure in Salaries and Employee Benefits was due to vacancies within the area.*

HUMAN RESOURCE MANAGEMENT SERVICES
Human Resource Programs (HRP)

Overview

Human Resource Programs (HRP) provides central services that ensure the development and application of human resource policies, procedures and standards in the following program areas: staffing, employment equity, assessment (audit), internships and human resource programs. HRP coordinates, on behalf of the Civil Service Commission, corporate services related to human resource planning and development of the government human resource community and coordinates corporate human resource policy development to ensure that policies, procedures and services support the principles of merit, fairness and equity.

HRP develops and delivers programs and services to promote all aspects of employment equity within the civil service, coordinates and administers services and policies in support of workforce adjustment initiatives and serves as an employment resource centre for civil servants, departments and the public. HRP also develops and maintains partnerships with other jurisdictions to improve these services.

Objectives

To provide central services which facilitate development and ensure consistent application of corporate human resource policies, procedures and standards and ensure that such policies and procedures support the principles of merit, fairness and equity.

To provide managers and human resource professionals with the necessary tools, training and supports to enable them to make informed decisions relative to staffing, human resource planning, employment equity and workforce adjustment.

To assess the effectiveness of delegated departmental staffing programs with recommendations for improvement.

To conduct administrative reviews of staffing activities and complaints and represent the employing authority before appeal boards as required.

To provide support and guidance in the overall development of the government human resource community.

To develop and refine policies and procedures relating to staffing, human resource planning, competency based staffing and employment equity.

To coordinate corporate human resource policy development.

To develop and deliver employment equity programs and activities, including Career Development Programs, Executive Development Program for Women and Aboriginal Development activities.

To develop and manage internship programs such as the Aboriginal Management Development Program, the Aboriginal Public Administration Program, the Persons with Disabilities Career Assistance Program, the Financial Management Development Program, the Management Internship Program, and the Millennium Scholarship Foundation Excellence Award Laureates Summer Internship Program.

To promote and maintain outreach recruitment and ongoing consultation with agencies representing employment equity groups.

To develop competencies, inventories and assessment tools in support of renewal initiatives.

To coordinate the placements of individuals impacted by workforce adjustment and provide a range of career-management services to employees affected by workforce adjustment.

To provide support to the collective bargaining process on staffing and workforce adjustment issues.

Results

The Civil Service Commission Board and Human Resource Programs evaluated the assessment review process used to monitor departmental staffing and employment equity activities. The review resulted in the introduction of a staffing audit plan for discussion with the Commission Board prior to conducting the departmental audit, revisions to the staffing delegation agreement, and continuance of the review of departmental employment equity activities as part of the staffing assessment process.

Completed staffing audit plans for two upcoming staffing and employment equity assessment reports for delegated human resource sectors and departments.

Conducted file and administrative reviews of selection grievances filed under revised collective agreement provisions.

Participated in an Employment Fair for Persons with Disabilities, sponsored by the Manitoba Business Leadership Network Inc. HRP staff coordinated the participation of the Civil Service Commission and representatives from all government departments in order to promote the Persons with Disabilities Career Assistance Program as well as to encourage persons with disabilities to apply for positions in the government of Manitoba.

Participated in the Blue Print for the Future career fair for Aboriginal Youth.

Managed the Millennium Scholarship Foundation Excellence Award Laureates Summer Internship Program sponsored by the Clerk of the Executive Council and the Civil Service Commissioner. This is a new program to provide summer internships for exceptional students who are awarded Excellence Awards through the Millennium Scholarship Foundation. The purpose of the program is to provide outstanding students an opportunity of summer employment with the government of Manitoba to encourage them to consider a career in the civil service and to provide them with a better understanding of public policy issues facing the Manitoba government. Four students were placed in government positions for the summer of 2002. The interns participated in some of the ongoing internship orientation and training events and were invited to specific events, such as brown bag lunches on particular policy topics with senior officials.

Managed the Financial Management Development Program (FMDP) sponsored by the Civil Service Commission and the Department of Finance. The FMDP is a three-year internship program for recent university/diploma graduates eligible to enroll in the Certified General Accountants (CGA) or Certified Management Accountants (CMA) program of professional studies. FMDP combines on-the-job training, classroom instruction and one-on-one coaching, along with challenging job placements in a variety of public sector work settings. The program began as a recruitment initiative to address the vacancy rates for key financial management and audit positions in government. Upon completion of the program, interns will be eligible to successfully compete for financial management career opportunities within the civil service. A third intake of four interns commenced employment with the program in September 2002. A new intake of interns is scheduled for June 2003.

Managed the Aboriginal Management Development Program (AMDP), which is a two-year program to train and develop Aboriginal civil service employees in order that they may successfully compete for professional and managerial career opportunities within the civil service. The AMDP is a partnership between the Civil Service Commission and the participating departments. The program includes classroom training, on-the-job assignments, networking and mentoring. AMDP is intended to enhance the participants' eligibility for professional and managerial placements within government. To date sixteen interns have completed the program. Nine interns will complete the program in September 2003. A fourth intake of ten employees sponsored by the Departments of Advanced Education and Training, Conservation, Education and Youth, Family Services and Housing, Justice, and Transportation and Government Services will start in October 2003.

Continued to manage the Persons with Disabilities Career Assistance Program, the Aboriginal Public Administration Program and the Management Internship Program. For further information on these programs, please refer to the Internship, Equity and Employee Development Programs section of this Annual Report.

Completed the evaluation of the existing internship programs and services with a view to identifying opportunities for improvement and to assist in determining future strategic direction in relation to renewal and succession planning. Recommendations from the internship review were analyzed resulting in an implementation plan for streamlining the delivery of the programs as well as program enhancements based on the recommendations.

Flowing from the internship review, Human Resource Programs began working with Organization & Staff Development on a core curriculum for all internship programs in order to deliver a core group of training programs to all interns designed to develop leadership and other core competencies.

Continued the evaluation of the consolidated human resource sectors to review structure and service delivery options.

Ongoing review and development of policies related to staffing, employment equity, human resource planning and assessment.

Managed employment equity programs and activities, including Career Development Programs, Executive Development Program for Women and Aboriginal Development activities.

Participated in outreach employment initiatives for specific employment groups in partnership with departments.

Continued development of human resource competencies profiles and development of a comprehensive Master Competencies Catalogue for the civil service to support human resource and succession planning.

1C HUMAN RESOURCE MANAGEMENT SERVICES

Expenditures by sub-appropriation	Actual 2002-2003 $(000's)	FTEs	Estimate 2002-2003 $(000's)	Variance Over(Under)	Expl. No.
Total Salaries	678.2	22.50	788.3	(110.1)	1
Total Other Expenditures	580.3		507.4	72.9	2

Explanations:

1 *Under expenditure in Salaries and Employee Benefits was due to vacancies within the area.*

2 *Increased costs in Other Expenditures were due mainly to work associated with human resource initiatives. Associated costs were offset by transfers from other areas within the Commission.*

EMPLOYEE ASSISTANCE PROGRAM

Overview

The Employee Assistance Program (EAP) is responsible for ensuring that self-referred civil servants receive help with a variety of personal and interpersonal problems impacting negatively on their home or work life. The program accomplishes this by providing counselling and interventions that address problems that interfere with effective work performance, (e.g. marital and family difficulties, psychological concerns such as stress, depression, and grief, as well as workplace conflicts, trauma and substance abuse).

Objectives

To assist employees in the stabilization of problems of a personal or interpersonal nature thereby deterring high costs associated with absenteeism, illness and poor morale.

Results

The EAP experienced a total of 3,689 employee contacts inclusive of all direct clinical services as well as other program services of a non-clinical nature. Clinical services were provided to a total of 2,217 employees based on 1,890 total active cases and 1,466 new case openings.

The utilization ratio for all individual and group clinical services utilized by civil servants of the Province of Manitoba amounts to 10.8%. This figure represents a decline from the utilization figure of 12.3% reported for the previous year. The utilization figure inclusive of the EAP's 26 fee for service contracts is identical to that reported for the civil servants – 10.8%.

OVERALL SUMMARY OF EAP SERVICE *
2000-2001 TO 2002-2003

		2000-2001	2001-2002	2002-2003
1)	**COUNSELLING CASES**			
	Open cases at Start of Year	558	497	404
	Total Openings	1,466	1,421	1,407
	Total Cases	**2,024**	**1,918**	**1,811**
2)	**SPECIALIZED CLINICAL SERVICES EMPLOYEE CONTACTS**			
	Conflict Resolution-Mediation	65	41	98
	Workplace Intervention Services	142	76	97
	Trauma Services	255	338	193
	Sexual Harassment Services	22	48	17
	Total Contacts	**484**	**503**	**405**
3)	**PROGRAM MANAGEMENT SERVICES**			
	Education and Outreach (number of employees attending)	**699**	**1,517**	**1,178**
	EAP Information Session	567	1,227	903
	Sexual Harassment	112	290	178
	Organizational Change	-	-	-
	Workplace Violence	20	-	-
	EAP Supervisory Training	-	-	-
	Special Topics	-	-	97
	Consultation	**236**	**167**	**295**
	Total Contacts	**935**	**1,684**	**1,473**
	Total EAP Contacts (1+2+3)	**3,443**	**4,105**	**3,689**

***Figures based on utilization of services by employees of the Province of Manitoba as well as 26 fee for service contracts**

1D EMPLOYEE ASSISTANCE PROGRAM

Expenditures by sub-appropriation	Actual 2002-2003 $(000's)	FTEs	Estimate 2002-2003 $(000's)	Variance Over(Under)	Expl. No.
Total Salaries	448.3	8.00	496.9	(48.6)	
Total Other Expenditures	133.6		160.5	(26.9)	
Total Recoveries from Other Appropriations	(98.1)		(67.6)	(30.5)	1

Explanation:

1 *Estimated 2002-2003 recoveries for the fiscal year budget were lower than the recovery amounts actually realized by the Program.*

INTERNSHIP, EQUITY AND EMPLOYEE DEVELOPMENT PROGRAMS

Overview

Internship, Equity and Employee Development Programs focuses on:

- establishing and promoting corporate internship programs to recruit and develop a representative and sustainable cadre of future managers for the government service;
- developing and managing corporate career development programs in support of government equity goals; and
- providing specialized development and support programs to recruit and develop a representative government service.

The Human Resource Programs area of the Civil Service Commission is responsible to oversee the development, management and administration of these programs.

Objectives

To provide corporate programs in support of government internship, equity and employee development programs.

Results

Persons with Disabilities Career Assistance Program

Developed and managed the creation of the Persons with Disabilities Career Assistance Program. This initiative began in 2001-2002 to support employment of persons with disabilities. The program allows specific assessment, accommodation and placement of persons with disabilities into government positions with the goal of determining workplace accommodation needs and employment opportunities. The program assists departments in making accommodations necessary to allow persons with disabilities to function well in government positions. The supported positions are intended to be six to twelve months in duration. Ten people have been placed in departmental assignments since the program's inception including five people who started in 2002-2003.

Aboriginal Public Administration Program (APAP)

The Aboriginal Public Administration Program is a two-year internship program undertaken by the Civil Service Commission and the Department of Aboriginal and Northern Affairs to enhance employment opportunities for Aboriginal people to work within government. The program is designed to attract Aboriginal people with post secondary training at a university or community college level who will participate in an extensive two-year training program that includes work assignments, orientation, structured training, networking and mentoring. The APAP is intended to give the interns exposure to a wide variety of government work areas and gain the knowledge and experience required to successfully compete for professional and managerial career opportunities upon completion of the program. Five interns have successfully completed the program and have been placed in civil service positions throughout government. Five interns from the 2001 intake have or will have completed the program by September 2003. A new intake of six interns will begin in June 2003.

Management Internship Program (MIP)

The Management Internship Program coordinated by the Civil Service Commission completed a seventh intake in June 2002 for a total complement of 16 interns. The program is designed for recent Masters' graduates with a public sector focus who are undergoing an extensive three-year training program to gain the knowledge and experience required to successfully compete for professional and managerial career opportunities within the civil service. To date 18 interns have completed the program and have been placed in civil service positions throughout government. A new intake of interns is scheduled to begin in June 2003.

1E INTERNSHIP, EQUITY AND EMPLOYEE DEVELOPMENT PROGRAMS

Expenditures by Sub-appropriation	Actual 2002-2003 $(000's)	FTEs	Estimate 2002-2003 $(000's)	Variance Over(Under)	Expl. No.
	982.6	31.00	1,331.9	(349.3)	1

Explanation:

1 *The under expenditures were due to vacancies and intern turnover as well as related program expenditures.*

Service Manitoba

Service Manitoba provides leadership and direct consulting services in the area of service improvement to departments and agencies across the government of Manitoba.

Objectives

To provide departments and agencies of the government of Manitoba with strategic advice and support regarding the design, implementation and utilization of best practices in the area of public sector service delivery.

To serve as central resource and centre of expertise in the area of client service measurement.

To provide departments and agencies of the government with direct consulting services with respect to service improvement.

To provide training to departmental staff in the area of service delivery.

To serve as link to Federal, Provincial, Territorial and Municipal committees and forums where information and knowledge are exchanged.

To provide administrative and logistical support to the operations of the Service Quality Partners Network of front line staff.

To foster innovation and service improvement experimentation by departments through the operation of the Service Manitoba fund.

Results

During 2002-2003, Service Manitoba provided support to the Government's *Coordinated Services Initiative*. Working closely with the Coordinated Services Unit under the auspices of the Coordinated Services Committee, Service Manitoba assumed key responsibilities for the design, of the *In-Person* and *Service Standards* components of the *Coordinated Services Initiative*. In addition Service Manitoba staff undertook responsibility for the training of front line staff with respect to the "At Your Service Manitoba" campaign.

Provided direct assistance and advice to various departments and agencies in their efforts to solicit feedback from program clients as to their service expectations, experience, satisfaction and priorities for improvements. This included designing and delivering a variety of surveys, interviews, and focus groups.

Led the design, deployment and evaluation of a pilot on-line survey including the subsequent evaluation of on-line survey software.

Delivered in conjunction with Organization & Staff Development customer service training to over 250 front line staff and supervisors. Other training included the design and delivery of customized training for departmental staff in the area of survey design and focus groups.

Worked closely with staff of the Office of Information Technology to develop a Framework to Evaluate Electronic Service Delivery.

Undertook and facilitated a pilot/evaluation of the Canadian Centre of Management Development's on-line learning library.

In collaboration with the Public Sector Service Delivery Council, Service Manitoba assisted in the creation of the Institute for Citizen Centred Service, an organization dedicated to researching, evaluating and disseminating best practices in the realm of public sector service delivery.

Provided administrative and logistical support to the Service Quality Partners and its programming.

Through the Service Manitoba Fund provided funding to ten approved projects related to service improvement, human resource development and innovative use of technology.

1G SERVICE MANITOBA

Funds allocated from Appropriation 26-5 Internal Reform, Workforce Adjustment and General Salary increases to the Civil Service Commission.

AMORTIZATION OF CAPITAL ASSETS

This appropriation provides for the amortization of capital assets.

2 AMORTIZATION OF CAPITAL ASSETS

Expenditures by sub-appropriation	Actual 2002-2003 $(000's)	FTEs	Estimate 2002-2003 $(000's)	Variance Over(Under)	Expl. No.
Amortization of Capital Assets	92.2	-	91.5	0.7	

FINANCIAL INFORMATION SECTION

Civil Service Commission

RECONCILIATION STATEMENT

DETAILS	2002-2003 ESTIMATES
2002-2003 MAIN ESTIMATES	**$4,311.3**
ALLOCATION OF FUNDS FROM:	
▪ Internal Reform, Workforce Adjustment and General Salary Increases	498.4
2002-2003 ESTIMATE	**$4,809.7**

Department of Civil Service Commission
EXPENDITURE SUMMARY $(000's)
for the fiscal year ending March 31, 2003
with comparative figures for the previous fiscal year

Estimate 2002-2003	Appropriation	Actual 2002-2003	Actual 2001-2002	Increase (Decrease)	Expl. No.
	17.1 Civil Service Commission				
	(a) Executive Office				
$ 184.7	Salaries	$ 193.2	$ 302.6	$ (109.4)	1
57.0	Other Expenditures	72.3	56.7	15.6	2
	(b) Administrative Services				
500.8	Salaries	385.8	405.0	(19.2)	
259.9	Other Expenditures	242.3	207.4	34.9	
	(c) Human Resource Management Services				
788.3	Salaries	678.2	685.1	(6.9)	
507.4	Other Expenditures	580.3	494.9	85.4	
	(d) Employee Assistance Program				
496.9	Salaries	448.3	414.2	34.1	
160.5	Other Expenditures	133.6	132.7	0.9	
(67.6)	Less: Recoverable from other appropriations	(98.1)	(86.9)	(11.2)	
1,331.9	(e) Internship, Equity and Employee Development Programs	982.6	826.1	156.5	
	(g) Service Manitoba				
317.0	Salaries	315.3	329.7	(14.4)	3
181.4	Other Expenditures	174.8	163.6	11.2	3
$ 4,718.2	**TOTAL 17.1**	**$ 4,108.6**	**$ 3,931.1**	**$ 177.5**	
$ 91.5	17.2 Amortization of Capital Assets	$ 92.2	$ 97.1	$ (4.9)	
$ 91.5	**TOTAL 17.2**	**$ 92.2**	**$ 97.1**	**$ (4.9)**	
$ 4,809.7	**TOTAL 17**	**$ 4,200.8**	**$ 4,028.2**	**$ 172.6**	

Explanations:

1 *One-time expenditure in 2001-2002 associated with the retirement of the Special Advisor to the Minister Responsible for the Civil Service Commission.*
2 *Increased operating costs in 2002-2003 were due to the increase in the number of CSC Board Appeal Hearings.*
3 *Funding sourced from Internal Reform, Workforce Adjustment and General Salary Increases.*

Department of Civil Service Commission
REVENUE SUMMARY BY SOURCE $(000's)
for the fiscal year ending March 31, 2003 with comparative figures for the previous fiscal year

Actual 2001-2002	Actual 2002-2003	Increase (Decrease)	Source	Actual 2002-2003	Estimate 2002-2003	Variance	Expl. No.
			CURRENT OPERATING PROGRAMS				
			OTHER REVENUE				
$132.9	$139.8	$6.9	(a) Sundry *	$139.8	$132.9	$6.9	
$132.9	**$139.8**	**$6.9**		**$139.8**	**$132.9**	**$6.9**	

- Sundry items include revenue from Employee Assistance Program services

Department of Civil Service Commission
FIVE YEAR EXPENDITURE AND STAFFING SUMMARY BY MAIN APPROPRIATION
for the years ending March 31, 1999 - March 31, 2003

	ACTUAL/ADJUSTED EXPENDITURES									
	1998-1999		1999-2000		2000-2001		2001-2002		2002-2003	
Main Appropriation	**FTEs**	**$(000's)**	**FTEs**	**$(000's)**	**FTEs**	**$(000's)**	**FTEs**	**$(000's)**	**FTEs**	**$(000's)**
17-1 Civil Service Commission	65.00[1]	2,831.4	70.00[2]	3,074.3	68.00[4]	3,079.0	73.50[5]	3,437.8	71.50[6]	4,108.6
17-2 Amortization of Capital Assets	-	-	-	-	107.9[3]	-	97.7		97.1	- 92.2
TOTAL DEPARTMENTAL APPROPRIATIONS	**65.00**	**$2,831.4**	**70.00**	**$3,182.2**	**68.00**	**$3,149.0**	**73.50**	**$3,534.9**	**71.50**	**$4,200.8**

Explanations:

1 *Increase of 6.00 FTEs for the Management Internship Program.*
2 *Reduction of 1.00 FTE in Executive Office – Secretary, CSC and the establishment of 6.00 FTEs for the introduction of the Aboriginal Public Administration Program.*
3 *Introduction of Amortization of Capital Assets.*
4 *Transfer of 2.00 FTEs from Administrative Services to Enterprise System Management.*
5 *Reduction of 2.00 vacant FTEs within Administrative Services; reduction of .50 vacant FTE within Human Resource Management Services; transfer of 1.00 FTE from Justice to the Employee Assistance Program and the establishment of 7.00 FTEs for the Internship, Equity and Employee Development Programs.*
6 *Transfer of 2.00 FTEs to Organization & Staff Development.*

APPENDICES

EMPLOYMENT STATISTICS
TOTAL NUMBER OF CIVIL SERVICE EMPLOYEES AT FISCAL YEAR END 2001-2002-2003

DEPARTMENT/ OTHER PUBLIC ENTITY	MARCH 2001	MARCH 2002	MARCH 2003	Notes
ABORIGINAL and NORTHERN AFFAIRS	69	78	73	
ADVANCED EDUCATION and TRAINING	n/a	74	108	1
AGRICULTURE and FOOD	414	417	408	
CIVIL SERVICE COMMISSION	64	62	67	
COMMUNITY SUPPORT PROGRAMS	2	3	3	
CONSERVATION	917	894	868	
CULTURE, HERITAGE and TOURISM	328	316	310	
EDUCATION and YOUTH	849	804	754	2
ENERGY, SCIENCE and TECHNOLOGY	n/a	n/a	84	3
EXECUTIVE COUNCIL	35	36	36	
FAMILY SERVICES and HOUSING	1,843	1,876	1,841	4
FINANCE	450	474	798	5
• Former Department of CONSUMER and CORPORATE AFFAIRS	378	381	n/a	
HEALTH	1,088	1,074	1,074	
HEALTHY CHILD INITIATIVE	13	18	19	
INDUSTRY, TRADE and MINES	221	255	221	3
INTERGOVERNMENTAL AFFAIRS	291	305	299	
JUSTICE	2,684	2,654	2,729	6
LABOUR and IMMIGRATION	299	313	319	
OFFICERS OF LEGISLATIVE ASSEMBLY	125	84	104	
SENIOR'S DIRECTORATE	n/a	8	9	
SPORT	0	1	0	
STATUS OF WOMEN	12	14	13	
TRANSPORTATION and GOVERNMENT SERVICES	1,876	1,884	1,860	
OTHER NON CORE ENTERPRISES	18	21	20	
Total	**11,976**	**12,046**	**12,017**	

NOTE: The above figures include regular, term and technical employees.
They do not include departmental (time certificate or casual), contract and sessional.

CONTRACT EMPLOYMENT	34	33	32
DEPARTMENTAL and CASUAL EMPLOYEES	1,421	1,469	1,539
GRAND TOTAL	**13,431**	**13,548**	**13,588**

Notes: The above figures do not include employees on inactive status.

[1] Reflects increase due to additional positions in Service Bureau and transfer of Stevenson Aviation and Aerospace Training Centre to Advanced Education and Training.

[2] Reflects transfer of Stevenson Aviation and Aerospace Training Centre to Advanced Education and Training and transfer of MERLIN to Energy, Science and Technology.

[3] Transfer of positions to the new Department of Energy, Science and Technology.

[4] Transfer of positions to the new Manitoba Housing and Renewal Corporation.

[5] Increase due to the addition of Consumer and Corporate Affairs as a new division.

[6] Increase in part-time term employees for the Corrections Division and additional positions for the Prosecutions Division.

COMPARATIVE EMPLOYMENT FOR ALL EMPLOYEES

DEPARTMENT/ OTHER PUBLIC ENTITY	MARCH 2001	MARCH 2002	MARCH 2003	NOTES
ABORIGINAL and NORTHERN AFFAIRS	71	78	73	
ADVANCED EDUCATION and TRAINING	n/a	78	112	1
AGRICULTURE and FOOD	444	455	435	
CIVIL SERVICE COMMISSION	59	57	59	
• ORGANIZATION & STAFF DEVELOPMENT	5	6	9	
COMMUNITY SUPPORT PROGRAMS	2	3	3	
CONSERVATION	1,119	1,116	1,100	
• PINELAND FOREST NURSERY	28	32	30	
CULTURE, HERITAGE and TOURISM	341	320	317	
EDUCATION and YOUTH	852	799	780	2
• MANITOBA TEXTBOOK BUREAU	10	8	9	
ENERGY, SCIENCE and TECHNOLOGY	n/a	n/a	72	3
• MERLIN	16	16	12	4
EXECUTIVE COUNCIL	35	36	36	
FAMILY SERVICES and HOUSING	1,921	1,961	1,848	5
• MANITOBA HOUSING and RENEWAL CORPORATION	n/a	n/a	81	6
FINANCE	459	484	551	7
• Former Department of CONSUMER and CORPORATE AFFAIRS	129	132	n/a	
• MANITOBA SECURITIES COMMISSION	33	34	37	
• THE COMPANIES OFFICE	33	32	36	
• THE PROPERTY REGISTRY	154	152	149	
• VITAL STATISTICS	32	34	37	
HEALTH	1,144	1,142	1,143	
HEALTHY CHILD INITIATIVE	13	19	19	
INDUSTRY, TRADE and MINES	221	257	225	3
INTERGOVERNMENTAL AFFAIRS	293	308	306	
JUSTICE	2,645	2,580	2,721	8
• CIVIL LEGAL SERVICES	53	57	54	
• OFFICE OF THE PUBLIC TRUSTEE	78	80	79	
LABOUR and IMMIGRATION	255	268	267	
• OFFICE OF THE FIRE COMMISSIONER	50	51	55	
OFFICERS OF LEGISLATIVE ASSEMBLY	n/a	n/a	n/a	
• ELECTIONS MANITOBA	59	21	39	
• OFFICE OF THE AUDITOR GENERAL	42	44	41	
• OFFICE OF THE CHILDREN'S ADVOCATE	7	7	7	
• OFFICE OF THE OMBUDSMAN	24	27	29	
SENIOR'S DIRECTORATE	n/a	9	9	
SPORT	0	1	0	
STATUS OF WOMEN	12	14	13	
TRANSPORTATION and GOVERNMENT SERVICES	2,597	2,630	2,598	
• EMERGENCY EXPENDITURES FUND	16	14	11	
• FLEET VEHICLES	49	49	51	
• LAND MANAGEMENT SERVICES	27	28	25	
• MAIL MANAGEMENT AGENCY	31	30	29	
• MATERIALS DISTRIBUTION	54	58	61	
OTHER NON CORE ENTERPRISES	18	21	20	
GRAND TOTAL	**13,431**	**13,548**	**13,588**	

Note: The above figures include regular, term, technical, contract, departmental and casual employees. The figures do not include employees on inactive status.

[1] Reflects increase due to additional positions in the Service Bureau and transfer of Stevenson Aviation and Aerospace Training Centre to Advanced Education and Training.

[2] Reflects transfer of Stevenson Aviation and Aerospace Training Centre to Advanced Education and Training and transfer of MERLIN to Energy, Science and Technology.

[3] Transfer of positions to the new Department of Energy, Science and Technology.

[4] MERLIN became part of Energy, Science & Technology in October 2002.

[5] Transfer of positions to the new Manitoba Housing and Renewal Corporation and decrease in casual employees.

[6] Transfer of positions to the new Manitoba Housing and Renewal Corporation from Family Services and Housing.

[7] Increase due to the addition of Consumer and Corporate Affairs as a new division.

[8] Increase in casual and part-time term employees for the Corrections Division and additional positions for the Prosecutions Division.

GOVERNMENT OF MANITOBA
TOTAL COMPETITIONS

DEPARTMENT/ OTHER PUBLIC ENTITY	2000-2001	2001-2002	2002-2003
ABORIGINAL and NORTHERN AFFAIRS	4	10	7
ADVANCED EDUCATION and TRAINING	n/a	6	9
AGRICULTURE and FOOD	12	37	19
CIVIL SERVICE COMMISSION	3	3	7
COMMUNITY SUPPORT PROGRAMS	0	0	1
CONSERVATION	23	46	43
CULTURE, HERITAGE and TOURISM	6	17	9
EDUCATION and YOUTH	60	60	23
ENERGY, SCIENCE and TECHNOLOGY	n/a	n/a	0
EXECUTIVE COUNCIL	0	0	0
FAMILY SERVICES and HOUSING	86	112	82
FINANCE	29	52	30
• Former Department of CONSUMER and CORPORATE AFFAIRS	15	21	n/a
HEALTH	45	71	60
HEALTHY CHILD INITIATIVE	1	1	2
INDUSTRY, TRADE and MINES	5	17	9
INTERGOVERNMENTAL AFFAIRS	18	10	14
JUSTICE	93	104	91
LABOUR and IMMIGRATION	3	4	25
LEGISLATION	3	6	3
SENIOR'S DIRECTORATE	0	0	0
STATUS OF WOMEN	0	0	1
TRANSPORTATION and GOVERNMENT SERVICES	97	131	85
TOTAL GOVERNMENT	**503**	**708**	**520**

APPLICANTS BY CATEGORY
Fiscal Year 2002 – 2003

Total Number of Applicants

In-Service	Out-Service
2,624	12,974

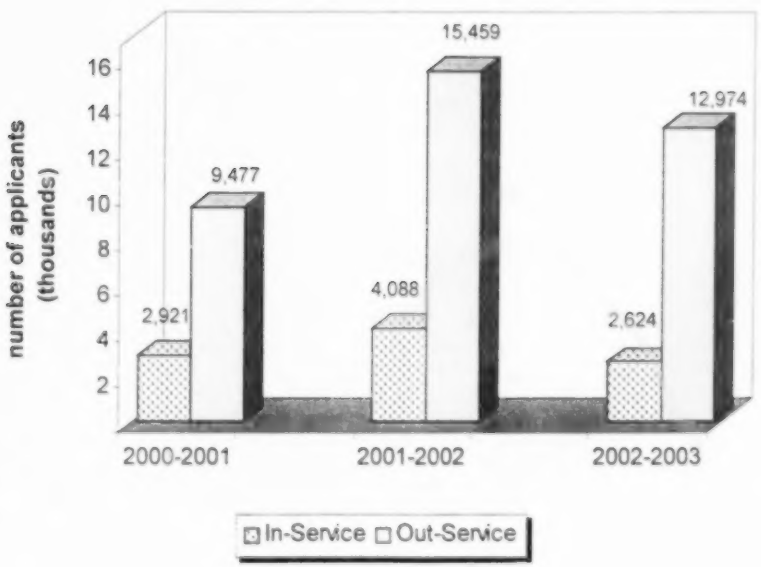
Total Number of Applicants Interviewed

In-Service	Out-Service
1,052	1,784

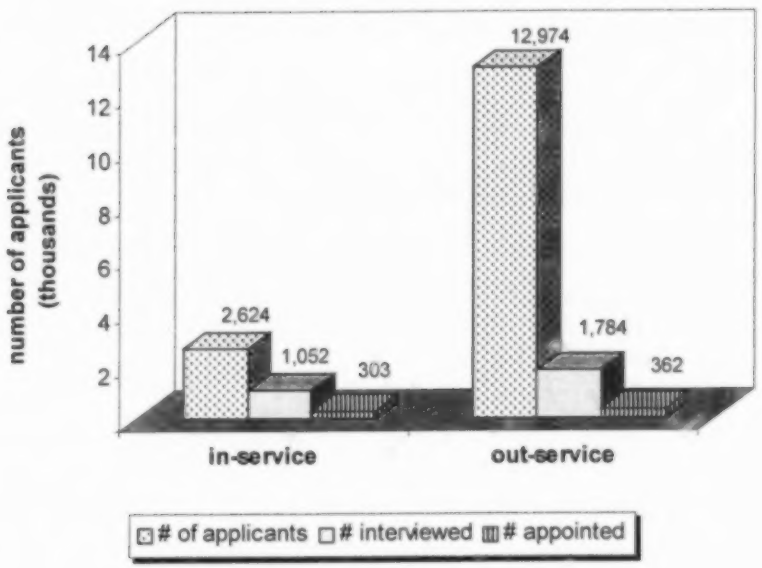
Total Number of Applicants Appointed

In-Service	Out-Service
303	362

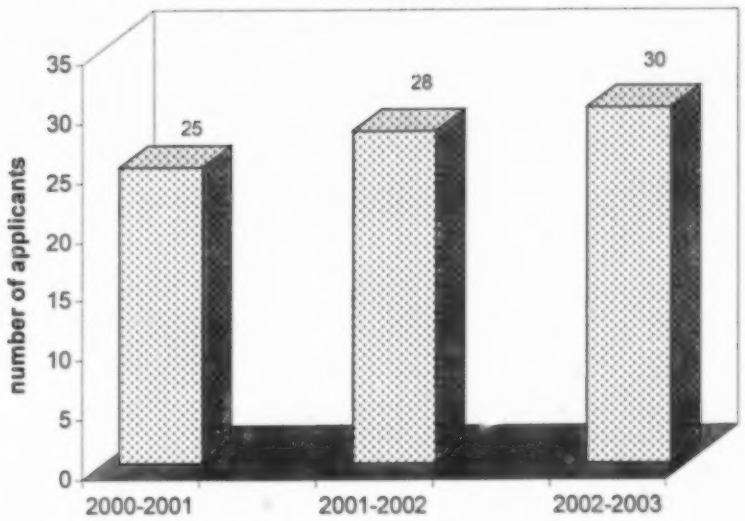
APPLICANTS
COMPARATIVE TOTALS



APPLICANTS BY CATEGORY
For the 2002-2003 fiscal year
In-Service/Out-Service



AVERAGE APPLICANTS PER COMPETITION



Includes 10% post-consumer waste